

# Now Available

The Insights and Advanced Quality Event Management (QEM) certification exams are now available! Test your knowledge with hands-on activities, short-answer question prompts, and a timed multiple-choice exam. Get feedback on your performance, and earn your badges! Contact your account representative to enroll today.

Note: Purchasing a seat gives you access to all Current Cloud and ADAPT certification exams.



# Your Skills, Your Success

The MasterControl Certified Admin program empowers experienced and up-and-coming administrators to showcase their expertise in managing and optimizing MasterControl systems. Designed to certify your skills and knowledge, this comprehensive program offers seven exams beginning with the following MasterControl modules: Documents, Training, Process, Audit, and Production Records (Mx). A newly-released exam is now available for Advanced QEM.

As you progress through the exams, your certification level increases—becoming a Level 2 Certified Admin by passing two exams, and so forth. For those ready to tackle advanced troubleshooting and cross-module functionality, the Certified Expert exam provides an opportunity to master complex scenarios and elevate your credentials even further.

With each exam you pass, you'll earn a digital credential that recognizes your achievement. Share your credentials on LinkedIn, add them to your email signature (as aligned with your company's requirements), and proudly display your expertise. Boost your career and demonstrate your commitment to staying current with system updates and best practices in MasterControl.

## Steps to Get Certified

Step 1: Contact your account representative.

Step 2: Register for your exam.

Step 3: Submit your exam and wait for the result.

Step 4: Accept and share your credential!

# Why Get Certified?

Certifications empower employees by boosting productivity, expediting your return on investment, and elevating the quality of new hires for individual contributors and hiring managers. The certification exams will expose you to courses in MasterControl Academy, where you'll encounter the business context for making decisions about your system. Certifications frequently accelerate career advancement and elevate job satisfaction. You'll be uniquely equipped to help your organization configure and maintain systems, increase system adoption among your users, maximize system efficiency, and derive the most value from your MasterControl system.

## Additional Information

Select the buttons below to expand them and learn more about the Certified Admin program.

### Program Policies and Procedures

#### Cost

The cost for a two-year license is \$500 and is billed annually at \$250. A license allows you to register for all certification exams within this two-year timeframe (see “Recertification requirements” and “Retake policy”).

#### Exam administration

Exams are administered in MasterControl Academy. After you start a certification exam, please submit your work promptly to avoid having a prolonged open exam. After all, we want you to earn your badges!

#### Exam format

Each exam includes three parts:

1. Part 1 is a sandbox test, where you'll be instructed to perform tasks in the system.
2. Part 2 is an open-response test, where you'll respond to at least ten open-response questions.
3. Part 3 is a timed 90-minute, objective-response test including 60 multiple-choice, true/false questions.

#### How to prepare

We recommend you have at least six to nine months of hands-on experience using MasterControl before attempting the certification exams. Additionally, you should prepare by studying the learning paths below, which houses high-quality, easy-to-reference educational content about how to use MasterControl. See the tab titled How to prepare for each exam.

## Original work

To safeguard the well-earned achievements of badge earners, please submit your own work. Don't reference or copy others' work for your exam.

## Passing score

The minimum overall passing score is 80%. Each part of the exam comprises 1/3 of your overall score. The formula used to calculate your score is below:

$$(\% \text{ of part 1} \times 0.333) + (\% \text{ of part 2} \times 0.333) + (\% \text{ of part 3} \times 0.334) = \text{overall score}$$

Note: You'll see your score for the objective-response test (part 3) after submitting your test, but this score doesn't make up your final score. Program administrators will grade your work for parts 1 and 2 of the exam. After, they will combine and weight all three parts to calculate your final score.

## Recertification requirements

You will need to renew your credential every two years by passing a brief recertification exam. You'll receive an email a couple of months before your credential's expiration to notify you of your expiration date. When you're ready to attempt recertification exams, email [mccertification@mastercontrol.com](mailto:mccertification@mastercontrol.com).

The recertification exam contains 20 questions and is untimed. The exam content focuses on the latest updates to MasterControl and core concepts for each module. Answers to questions can be found in the [New Feature Details](#) and module-specific courses.

Renewing certifications requires the purchase of an exam license. Please contact your account representative to renew your exam license.

## References

You may not collaborate with others, but you can use reference materials such as notes, MasterControl Academy, and the Internet. You are not allowed to copy content in the certification site or from other resources, and all answers you submit must be in your own words. Be aware that you must complete the objective-response part of the exam within the given time limit.

## Retake policy

If you fail an exam, you can retake the exam after 14 days have passed from your last attempt. If you fail the exam after a second attempt, you must wait six months from your second attempt to retake the exam a third time. The purpose of this waiting period is to give you enough time to prepare for the exam and to help you stay current on new release information.

## Time to completion

Although the objective-response test (part 3) is the only part of the exam that is timed within the system, we anticipate you will spend between 2–4 hours to complete each exam. We recommend you set aside enough time so you are undistracted while you work on an exam.

Note: You can start and stop the exam except for part 3, as this exam part is timed.

## Turnaround time

You should expect to receive an email with your final score and whether you passed within seven days from when you submit your exam.

### How to Prepare for Each Exam

Below, we've outlined what you should review to prepare for each certification exam.

## Documents Module

### Audience

The Documents certification exam is ideal for DocAdmins, Portal Admins, and new users with other administrative responsibilities. While this exam's primary focus assesses understanding of the Documents Module, it also includes some related Portal content.

### Objectives

Users with Admin rights will be able to understand and utilize best practices for creating lifecycles, vaults, numbering series, InfoCard Types, InfoCards, packets, collaborations, custom fields, organizers, workflows, and Documents-related reports, as well as configure global settings and troubleshoot user errors.

### Resources

[MasterControl Essentials](#)

[Portal Essentials](#)

[Documents Essentials](#)

[Intermediate Documents Essentials](#)

## Training Module

### Audience

The Training certification exam is ideal for Training Supervisors/Admins, Portal Admins, and new users with other administrative responsibilities.

#### Objectives

Users with Admin rights will be able to understand and utilize best practices for configuring Training InfoCards, such as Course, Job Code, Exam, and Trainee InfoCards; managing training folders; creating Training-specific reports, classes, and trainers; troubleshooting errors related to training gates; and configuring module-specific settings.

#### Resources

[Training Essentials](#)

## Process Module

#### Audience

The Process certification exam is ideal for Process Module Admins, Portal Admins, and users with responsibilities for launching and managing forms.

#### Objectives

Users with Admin rights will be able to understand and utilize best practices for using Enhanced Forms, FBS forms, analyzer agents, data structures, and Process-specific InfoCards.

#### Resources

[Process Essentials](#)

## Production Records Module

#### Audience

The Production Records Module certification exam is ideal for those with responsibilities for managing the Production Records Module and Mx Builders with Admin rights.

#### Objectives

Users with Admin rights will be able to understand how to build and manage Master Templates, global elements, and production records; launch and respond to forms; configure role groups; and add correction reasons.

#### Resources

[Manufacturing Builder](#)

## <sup>4</sup>Audit Module

#### Audience

The Audit Module certification exam is ideal for auditors and those with responsibilities for managing the Audit Module.

### Objectives

Users with Admin rights will be able to understand and utilize best practices for configuring, conducting, responding to, and concluding audits, including creating requisite InfoCards; defining checklists, criteria, standards, findings, and entities; using templates; and creating a risk map in the Risk Module.

### Resources

[Audit Essentials](#)

## Certified Expert

### Audience

The Certified Expert exam focuses on advanced MasterControl concepts and cross-module functionality. An admin can attempt this exam only after they've earned their Level 5 certification.

### Objectives

Users with Admin rights will be able to understand and utilize best practices for advanced troubleshooting, cross-module functionality, and other specialized topics in MasterControl. See below for a list of topics included on the exam.

### Resources

Topics on the Certified Expert exam include customized reports, checklists, observations, roles, global settings, document stamping, external and internal links, user management, lifecycles, PDF publishing, Insights use, production records, collaborations, master templates, analyzer agents, Enhanced Forms, FBS forms, action items, and Supplier-Module integration with other modules.

## Advanced QEM Module

### Audience

The Advanced QEM certification exam is ideal for Quality Event Managers, QA Specialists, Compliance Officers, Portal Admins, and users with responsibilities for managing quality events and CAPA processes.

### Objectives

Users with Admin rights will be able to understand and utilize best practices for configuring and managing quality events; creating and customizing event types; establishing deviation and CAPA workflows; conducting root cause analyses; implementing risk-based decision making; configuring escalation rules; generating QEM-specific reports and dashboards; setting up trend analysis; managing effectiveness checks; and troubleshooting complex quality event scenarios across the organization.

Advanced Quality Event Management Essentials

Insights

Audience

The Insights certification exam is ideal for Data Analysts, Business Intelligence Specialists, Portal Admins, Department Managers, and users with responsibilities for creating reports and dashboards.

Objectives

Users with Admin rights will be able to understand and utilize best practices for creating custom reports and dashboards; configuring data visualizations; establishing key performance indicators (KPIs); setting up automated data extraction; implementing cross-module analytics; managing data security and permissions; developing trend analyses; designing executive summaries; troubleshooting reporting issues; and integrating Insights with other MasterControl modules for comprehensive quality metrics.

Resources

Insights: Author

[Return to Academy Home](#)

SUPPORT

- [Support Center](#)
- [Submit a Ticket](#)
- [Critical Customer Notifications](#)
- [Submit a Feature Request](#)

PRODUCT

- [Release Notes](#)
- [Validation Excellence Tool \(VxT\)](#)
- [Product Downloads](#)
- [Compliance Information](#)

COMMUNITY AND EVENTS

- [MasterControl Café](#)
- [Insider Blog](#)
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COMPANY

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