

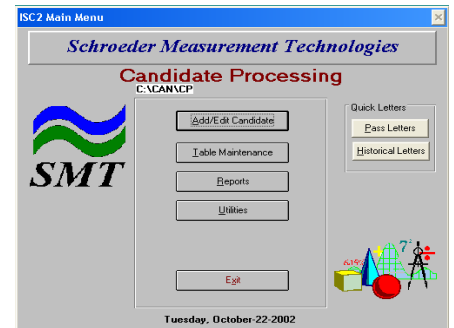
Solutions Through Innovation:

Personalized program administration

To allow your staff to concentrate on other important management functions, SMT offers complete certification program administration services. In performing these services, SMT understands that we are viewed as an extension of your organization. When candidates call, they need to get timely, accurate information and resolution of their questions. For each certification program we administer, we meet with you to understand your processes, procedures, and values in order to develop a thorough reference notebook our candidate services staff will use to respond to your candidates' needs.

Customized Software Solutions

In fulfilling program administration services, our staff uses SMT-Admin™, our customized candidate processing software that provides the tools to register and schedule candidates for examinations, track payments, generate letters and reports, and share data with other applications. The tables that serve as the hub of SMT-Admin are customized for each client so that we can mirror your procedures rather than forcing you to adapt to a vendor's own processes.



SMT Program Management Services

- ≈ Candidate Handbook development, printing, and distribution
- ≈ Application development (online and hard copy)
- ≈ Application receipt through mail, fax, and Internet
- ≈ Application review based on your criteria
- ≈ Eligibility verification through application review or uploaded files
- ≈ Payment processing (credit card and check)
- ≈ Fee reconciliation
- ≈ Toll-free candidate information and scheduling lines
- ≈ Automatic tracking and application of your business rules
- ≈ Candidate test scheduling and confirmation via e-mail and/or postcard
- ≈ Individual score reports and certification documents
- ≈ Organizational and constituent reporting
- ≈ Electronic updating of candidate databases
- ≈ Custom services as requested by clients

All of these services are conducted with particular attention to the **security** of your candidate data and with the **courtesy** and **professionalism** your candidates deserve. All of this, combined with our outstanding test development services and our efficient, available computer-based testing network, make SMT an outstanding choice for your certification partner.

Note: we also offer **training program management**. Call us for more details.



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