MARC
Maintenance & Asset Reliability Certification

CANDIDATE
HANDBOOK

GSMR
الجمعيــة الخليجية للـصيانة والأعتمـادية
Gulf Society For Maintenance & Reliability

GSMR Candidate Handbook

Maintenance & Asset Reliability Certification Version 1.0 | Effective July 8, 2025

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INTRODUCTION

About GSMR

GSMR is the leading non-profit organization for maintenance, reliability and asset management professionals. Since 2010, we have established a hub of knowledge creation and exchange in the Arabian Gulf through global conferences, regional symposiums, interactive technical seminars, training and certification.

In 2020, the GSMR Strategic Accelerated Transformation Plan was announced based on four pillars, eight major objectives and over 35 new initiatives. The GSMR Virtual Academy was launched as part of the plan, which further strengthened GSMR's presence through executive and technical webinars, virtual training workshops, virtual professional enrichment programs and others.

GSMR is a leading network of professionals, including young engineers and certified experts, providing education, networking, and support for maintenance, reliability, and asset management practitioners.

Mission, Vision and Values

➤ **Mission** - To foster a community dedicated towards excellence in maintenance, reliabilty and asset management practices, through education, certification, and collaboration

➤ **Vision** - To be the leading reference for maintenance, reliability and asset management

➤ **Values** - GSMR upholds integrity, impartiality, and excellence, driving professional growth and advancing global standards in maintenance, reliability, and asset management.

Purpose of the MARC Program

The Maintenance & Asset Reliability Certification (MARC) exam validates the knowledge, skills, and competencies of professionals working in maintenance, reliability, and asset management. The program provides global recognition of competence and supports career development.

Statement of Impartiality and Nondiscrimination

GSMR is committed to impartiality in all certification activities. Certification decisions are based solely on a candidate's competence as demonstrated through the assessment process. Factors such as age, gender, race, religion, nationality, disability, or employer affiliation have no influence on certification outcomes. GSMR maintains strict independence between training and certification to ensure fairness and compliance with ISO/IEC 17024.

Purpose of this Handbook

This Candidate Handbook is intended to guide professionals through the complete process of obtaining certification as a Maintenance & Asset Reliability Professional through the Gulf Society for Maintenance & Reliability (GSMR). It outlines eligibility, application, assessment, certification decision-making, code of conduct, rights, obligations, and recertification procedures.

The handbook is aligned with ISO/IEC 17024:2012, which defines the general requirements for bodies operating certification of persons.

About the MARC Certification and Pillars of Competency

The Maintenance & Asset Reliability Certification (MARC) program aims to evaluate professionals across five core competency domains, known as the GSMR Pillars:

Pillar 1

Maintenance, Reliability & Asset Management Strategy

Pillar 2

Asset Reliability

Pillar 3

Maintenance Work Processes

Pillar 4

Systems and Technologies

Pillar 5

People and Leadership

The program is designed to be impartial, technically rigorous, and globally aligned with ISO 55000 and relevant maintenance, reliability and asset management frameworks.

Exam Blueprint and Weightages

The blueprint percentages are derived from a formal job analysis survey to ensure that the exam reflects real-world practices:

Category	Weight
MR&AM STRATEGY	15%
ASSET RELIABILITY	25%
MAINTENANCE WORK PROCESSES	30%
SYSTEMS & TECHNOLOGIES	15%
PEOPLE AND LEADERSHIP	15%

Benefits and Value of MARC Certification

▶▶ Recognized, competence-based certification aligned with ISO/IEC 17024:2012 and GSMR Body of Knowledge (BoK).

▶▶ Enhances professional credibility, career advancement, and global recognition in Maintenance & Asset Reliability.

▶▶ Validates your technical and practical experience, and commitment to industry standards.

▶▶ Supports lifelong learning through recertification, CPD requirements, and industry engagement.

ELIGIBILITY CRITERIA
AND APPLICATION

Eligibility Criteria (with rationale)

Candidates must have a minimum of three (3) years of verifiable professional experience in maintenance, reliability, or asset management. This requirement ensures candidates have sufficient applied knowledge to understand and respond to the competency-based exam questions.

Applicants who lack formal experience but can demonstrate equivalent qualifications or skills may submit an equivalency request, which will be reviewed by the Certification Authority.

Application Process

- **To Apply: Email-** certification@gsmrgulf.org to request for an application form.
- **Application Form-** Complete and return the application form with supporting documents.
- **Eligibility Review-** Conducted by the Certification Authority.
- **Exam Scheduling-** Eligible candidates will be contacted to arrange exam dates.

Exam Fees

Details	Fee (USD)
Non-Members	$375 + 1-year free membership
Member	$275

Special Accommodation

GSMR is committed to providing equal access to the MARC certification examination. Candidates who have a disability, medical condition, or language-related need may request special accommodations to ensure a fair and equitable testing environment.

Accommodation requests must be submitted using the official Special Accommodation Request Form, available on the GSMR website under Policies & Forms. The completed form, along with supporting documentation, should be submitted to certification@gsmrgulf.org at least 30 days before the scheduled exam date.

All requests are handled confidentially and reviewed on a case-by-case basis to ensure appropriate accommodations while maintaining the integrity and security of the examination.

PREPARING FOR THE EXAM

Examination Information

The MARC exam contains 110 multiple-choice questions with four possible answers and only one correct answer. Examines have two (2) hours to complete the closed-book exam. No reference materials will be allowed during the exam. Calculator questions are not part of the exam.

Preparation Options

⏩ Self-Study: Candidates are encouraged to use the GSMR Body of Knowledge (BoK), available at **www.gsmrgulf.org** and also review the ISO 55000 and GFMAM Landscape.

⏩ Workshops: Optional workshops are offered but are not mandatory and have no impact on certification outcomes. GSMR does not endorse any specific training providers, nor is training a requirement for certification.

Exam Integrity

Candidates must agree to uphold exam integrity. This includes:

⏩ Not Sharing, copying, or discussing exam content

⏩ Following all proctoring rules and guidelines during the exam.

⏩ Respecting the confidentiality agreement

Any breach my result in invalidation of results or withdrawal of certification.

During the Exam

▶▶ Arrive at least 30 minutes before the scheduled exam time.

▶▶ Bring a valid government-issued photo ID (National ID or Passport).

▶▶ Personal belongings such as phones, smartwatches, notes, and books are not permitted in the exam room.

▶▶ Follow all instructions given by the proctor.

Certification Decision

Certification is awarded only when the following are met:

▶▶ Candidate meets eligibility requirements.

▶▶ Candidate achieves at least 65% on the exam.

▶▶ Certification decision is made by the Certification Authority, independent of training personnel.

Candidates receive a digital certificate and a performance report detailing domain scores.

The passing score is established using the Modified Angoff Method, based on input from qualified subject matter experts and the certification authority.

AFTER CERTIFICATION

Use of Certificate and Mark

- Successful candidates will receive an official digital certificate from GSMR. The certificate may be validated through GSMR's records, ensuring authenticity. Certified professionals may use the title "Maintenance & Asset Reliability Professional "

- Logo and mark usage guidelines are detailed in the "Logo Conditions of Use" document.

- Misuse may result in suspension or withdrawal of certification.

Suspension and Withdrawal

Certification may be suspended or withdrawn if:

- CPD or renewal requirements are not met.

- The individual violates the Code of Conduct.

- Misuse of the certification title or logo is identified.

Certification Validity and Recertification

- **Validity:** Certification is valid for 3 years.
- **Recertification Options:**
  - Submission of Continuing Professional Development (CPD) activities as outlined in the CPD Guide or by
  - Re-taking the assessment.

Full recertification procedures are outlined in the CPD and Renewal Application Guide.

APPEALS, COMPLAINTS AND DISCIPLINARY ACTIONS

Appeals and Complaints Process

➤ Appeals and Complaints forms are available on the GSMR website or may be requested via **certification@gsmrgulf.org**.

➤ Completed forms should be submitted to **certification@gsmrgulf.org**.

➤ GSMR will acknowledge receipt within 10 business days.

➤ An impartial reviewer, not involved in the case, will be assigned.

➤ An investigation will be conducted, which may include interviews, document reviews, and system logs.

➤ A written decision will be provided within 45 days of receipt.

*Note: No exam content will be shared with candidates as part of the appeal.

Rights

➤ Fair and unbiased treatment.

➤ Confidentiality of personal information.

➤ Clear information on certification requirements.

➤ Right to file appeals and complaints.

Responsibilities

➤ To provide truthful information.

➤ To behave ethically during the process.

➤ To respect exam integrity and rules.

PROFESSIONAL CODE OF CONDUCT

Certified individuals must

- Maintain integrity, professionalism, and impartiality.
- Uphold safety and regulatory standards.
- Avoid conflicts of interest.
- Respect confidentiality of information.
- Cooperate with GSMR audits or investigations.

Violations may result in disciplinary action including suspension or revocation.

GSMR website: **www.gsmrgulf.org**

MARC certification: **https://gsmrgulf.org/marc.php**

Frequently Asked Questions (FAQs)

Who is eligible to apply for the MARC Exam?

Candidates must have at least three (3) years of verifiable professional experience in maintenance, reliability, or asset management. Equivalent qualifications may also be considered upon review.

How do I apply for the MARC Exam?

Submit an Intent to Apply via email, complete the official application form with supporting documents, and pay the applicable fees. Eligible candidates will then be scheduled for the exam.

How is the MARC exam structured?

The exam consists of 110 multiple-choice questions, to be completed in 2 hours. It is delivered online via physical proctoring.
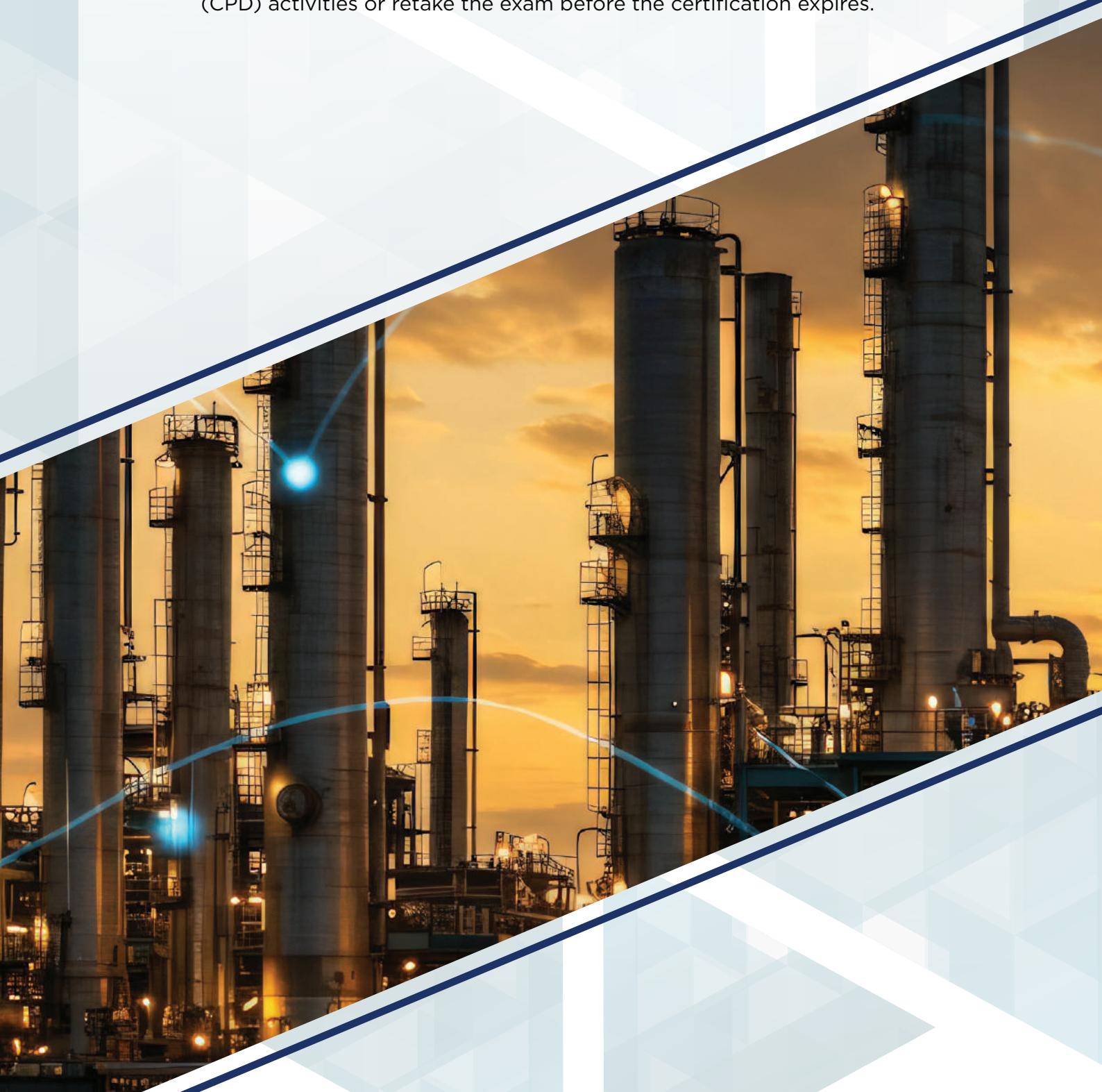
What topics are covered on the exam?

The exam blueprint is based on the GSMR Pillars of Competency: MR&AM Strategy (15%), Asset Reliability (25%), Maintenance Work Processes (30%), Systems & Technologies (15%), and People & Leadership (15%).

How long is the certification valid?

MARC certification is valid for 3 years, after which recertification is required.

How do I maintain the certification?

You must either submit proof of Continuing Professional Development (CPD) activities or retake the exam before the certification expires.