Examination Administration General Requirements and Security

Policy No.:	62.01
Version No:	2
Effective Date:	June 9, 2021

Intent

Establish the requirements for the secure and standardized administration of the National Registry certification examinations.

Scope

Applies to all National Registry computer-based examinations.

Definitions

Proctor - person authorized by the certification body who administers or supervises an examination but does not evaluate the competence of the candidate.

Policy

National Registry certification examinations are administered in a secure and standardized manner. Requirements for secure examination administration are made available to candidates.

Confidential Information
The National Registry restricts access to confidential information to authorized individuals throughout the development, maintenance, and administration of the certification examinations.

Proctors
All examination administrations are monitored by qualified and trained proctors at approved test sites. Individuals who serve as proctors are impartial.

Access to Testing
Candidates for certification examinations are required to follow the National Registry and examination vendor requirements for identification and testing sites.

Irregularities
Irregularities during examination administration are reported to the National Registry. National Registry staff will investigate irregularities and determine the appropriate resolutions or corrective actions. Irregularities may include, but are not limited to, security concerns, power outages, technical issues, candidate illness, and distracting testing conditions such as abnormal temperatures or noise levels.

Irregular Candidate Behavior
Irregular behavior by candidates are grounds for dismissal and/or cancellation of scores. The following activities are sufficient to bar candidates from future examinations, terminate participation in an examination, withhold/invalidate or revoke results of an examination, declare them ineligible for certification, or revoke other National Registry certifications held by the candidate.

1. The giving or receiving of aid in the examination as evidenced either by observation or by statistical analysis of answers of one or more participants in the examination, including:

      a. Any transfer of information or signals between candidates during the examination. This prohibition includes any transfer of information between a candidate and any other person at any time prior to, during, or following the testing period, including bathroom breaks.
      b. Any appearance of looking at the answers of another examinee or candidate during the examination.
      c. Allowing another candidate to view one's answers or otherwise assisting another examinee or candidate in the examination.
      d. Taking or seeking to take an examination for another candidate or causing another individual to take or attempt to take an examination on the candidate's behalf.

2. The unauthorized possession or reference to, books, notes, or other study, test, or preparation materials at any time at the testing site, including bathroom breaks. Prohibited material includes written or electronically stored information or information transferred by electronic, acoustical, or other means and devices, including cell phones.
3. The making of threats to or engaging in unprofessional or abusive actions toward National Registry staff or agents.
4. The offering of any benefit to any agent of the National Registry or the testing service and/or a testing site administrator in return for any aid or assistance in taking an examination.
5. Creating a disturbance at the testing site, engaging in profane or abusive language directed at candidates or testing site administrators, tampering with the computer, or otherwise not following the directions of a testing site administrator.
6. The unauthorized possession, disclosure, reproduction, dissemination or use of any examination content or materials or the solicitation of same. All examination materials are the property of the National Registry.

National Registry staff investigates reported issues, as needed, to ensure they are adequately addressed. This includes requesting and reviewing the results of test site investigations of reported irregularities.

Complaints
Candidates submit feedback about the examination processes or their experience at the testing site to the National Registry certification staff via email. Candidates who fail the examination and believe irregular testing conditions, significant technical problems, or violation of National Registry policy were a contributing factor may file a request for reconsideration to the National Registry. A candidate or certificant who wishes to submit a complaint to the National Registry must submit notice of complaint to the office of the National Registry must be done so per the National Registry Complaint Policy.

Monitoring
The National Registry Board of Directors and staff reserve the right to monitor examination sites and to monitor compliance with policies and procedures for secure and standardized examination administration.

Rationale

Examination candidates should take certification examinations under comparable conditions to ensure they have a fair opportunity to demonstrate their knowledge, skills, and ability. The policies and procedures for examination administration should safeguard the security of confidential examination and candidate information at every stage of the process.

Related Policy and Procedures

Verification of Candidate Identity
Handling Irregular Behavior
Reporting Irregular Behavior
Investigation of Irregular Behavior
Sanctions for Irregular Behavior
Complaints
Reconsideration Request Processing: Certification Examination

References

Institute for Credentialing Excellence (I.C.E). (2021). *NCCA accreditation standards*.

International Organization for Standardization. (2012). *ISO/IEC 17024:2012: Conformity assessment - General requirements for bodies operating certification of persons*.

Document History

2021-06-09	Created and Approved by National Registry Board of Directors
2023-11-27	Revision and update for ALS Redesign (v2)
2024-06-11	Approved by the Board of Directors (v2)
2025-01-29	Copied to new template (v2)