

# Certiport Center Administrative Manual

## Certiport Center Testing Policies and Examination Security Responsibilities

Certiport is committed to ensuring that its certification exams are respected and valued in the marketplace. Accordingly, Certiport takes appropriate measures to ensure that the integrity of its exams are not compromised and also holds Certiport Centers accountable for taking appropriate steps to prevent and detect fraud and exam security breaches.

Certiport conducts periodic data forensics to identify patterns of aberrance in exam results that help detect cheating or content piracy. For example, forensic indicators such as types of responses, latency, pass rates and retakes may reveal patterns of cheating, collusion or piracy. However, prevention and early detection are critical elements that require the close cooperation of its Centers. Therefore, in addition to relying on its Centers to provide industry standard monitoring during testing, Certiport requires its Centers to insure that administrators and proctors are sufficiently trained to provide good quality oversight of testing. Training should include familiarizing staff with prevalent methods used to cheat, learning what measure to implement to prevent cheating and how to identify cheating when it does occur.

Administrators and proctors who observe violations of rules must immediately document and report all relevant facts supporting the conclusion that a violation occurred to the appropriate distributor or a customer services representative. Reports should include date, time and location of the incident, name of examinee, name and version of exam taken.

Certiport Centers are required to strictly enforce the following rules:

The Center must verify at least one form of examinee identification bearing a photograph and the examinee's signature. (Student identification issued by an academic institution is acceptable for students.)

1. The Center must not allow recording devices, including paper, pens, pencils, cameras, computers, handheld computers or communication devices, such as telephones or pagers, in the testing area.
2. The Center may permit an examinee to take a break during testing if requested, but must inform the examinee that the testing clock cannot be stopped during the break. Examinees must not be permitted to conduct activities during a break that may compromise exam security, to include using a telephone and communicating with other candidates.

3. The Center must insure that examinees are seated distance of no less than four feet apart from one another in the testing area to minimize distractions and prevent cheating.
4. Use of equipment such as printers, facsimile machines, copiers, or telephones is not permitted in the testing room while testing is in progress.
5. Centers must ensure that each test is actively proctored and that proctors have an unobstructed view of each examinee in the testing area.
6. Proctors may answer questions regarding the functionality of the exam software, but may not answer questions related to exam content or provide instruction of any kind.
7. If a proctor observes an examinee cheating, the proctor must immediately terminate the exam. The proctor must inform the examinee that his/her exam results will be nullified and that he/she will receive no refund or certificate.

### **Retest Policy**

Certiport Center administrators are required to enforce the following retest policy:

Candidates may retake the same exam once without restriction on the interval between exams. Candidates who wish to retake the exam a second or subsequent time, however, must wait a minimum of seven days before retaking the exam.

Candidates participating in exam beta-testing may take each beta-exam only once unless otherwise authorized by program administrators.

### **Accommodation of Disabilities**

As a worldwide provider of certification exams, Certiport is committed to insuring that those persons with the desire to certify their proficiency in the use of computers should have the opportunity to do so. Certiport, accordingly, embraces the Americans with Disabilities Act (ADA) as well as other global accommodations for disabilities designed to advance those goals.

In keeping with this commitment, Certiport will continue to explore expansions and refinements of its products and services to enable greater numbers of certification examinees with documented disabilities to register for, schedule and take certification exams.

Certiport and its Centers require advance notification of requests for accommodation(s) as well as a reasonable amount of time to review and implement such requests. Certiport and its Centers are

not obligated to accommodate examinees with language limitations unrelated to a documented disability (i.e.; English as a second language, literacy, etc.), nor to provide unlimited time for the completion of exams that are designed to certify not only knowledge, but also efficiency in the use of desktop computers.

### **Requests for Accommodations of Disabilities**

Certiport is committed to providing equal access to programs and services to individuals who suffer from a physical or mental impairment that substantially limits one or more major life activities, including learning. To receive access, however, individuals are required to present documentation of the disability.

Accommodating examinees with disabilities may include providing extended testing time, a separate testing room, or larger testing area, or a test assistant. A test assistant may be a reader or a surrogate.

Examinees approved by Certiport must notify the Certiport Center of the disability accommodation when scheduling the exam. Accommodations requiring a separate testing room, larger testing area, a reader or a surrogate require the examinee to schedule in advance as well present the Center with Certiport's written approval.

Because Certiport delivers computer-based exams, some of which contain simulation content, mouse- and keyboard constrained persons may be accommodated with extended testing time and a surrogate in accordance with the following procedures:

Upon review of the examinee's disability documentation and approval by Certiport, examinees may engage a surrogate of their own selection and at their own expense, to perform the exam tasks on their behalf for the SIMULATION ITEMS ONLY.

To receive approval from Certiport to engage a surrogate, the following procedures apply:

1. Upon receipt of written approval by Certiport, accommodated examinees must schedule to take the exam(s) at the selected Certiport Center at least 24 hours in advance. The examinee must notify the Center of the special accommodation requirement at the time of scheduling.
2. Upon arrival at the Center, examinees must present Certiport's written approval of the accommodation.
3. Prior to beginning the exam, the examinee and the reader or surrogate will be provided with detailed instructions and rules to follow during the exam.

4. Examinees must answer all multiple-choice questions and complete all tasks for concurrent (live application) items independently. The surrogate may not participate in any way during these portions of the exam.
5. When a simulation item is launched (keyboard steps and mouse will not react or will react with limited functionality), the examinee may then direct the surrogate to use the mouse by giving explicit step-by-step instructions. The surrogate may not prompt the examinee in any manner and is limited to perform one mouse click per single direction from the examinee. Communication between the examinee and surrogate is limited to clarification of instructions only.

The following procedures apply for Centers accommodating candidates engaging a surrogate:

1. Certiport Center administrators must require test takers to present Certiport's written approval before administering exams with the special accommodations described in this policy.
2. Certiport Centers must provide dedicated proctor oversight for the examinee and surrogate for the entire exam duration. The assigned individual may not proctor other examinees during this time.
3. Dedicated proctors must insure that surrogates perform only those actions outlined in paragraphs 4 and 5 above.
4. Certiport Centers will handle violations of test taking rules in accordance with Certiport's existing policies and procedures.

To avoid delays in approval for such accommodations, examinees must complete a [Disability Exam Accommodation Authorization Form](#), obtain the necessary endorsements from a qualified expert and submit the documentation to Certiport.

For additional information regarding this policy and requests for accommodations, please [contact Certiport Customer Services](#) at 888-222-7890.