

<b>Certi-Trust Quality Procedure</b>	No.	QP09
	Revision No.	1.1
	Date	04-01-2019
<b>Procedure For Exam Management</b>		

**1.0 Purpose**

To describe a procedure for all the lifecycle of the exam, including the exam creation, planning and correction of the exam.

**2.0 Scope**

This procedure covers exam creation, planning and correction of the exam;

- Exam creation
- Examination planning
- Exam correction

**3.0 Responsibility**

- 3.1 Certification Program Manager is responsible for the creation of the exam.
- 3.2 Examination Manager is responsible for checking the reliability and validity of the exam, as well as to receive the exams once completed, send them to the corresponding examiner for its correction and manage the communication with the candidate after the correction of the exam to indicate next steps to obtain the certification.
- 3.3 Invigilator Manager is responsible for Planning the examination and ensuring the examination reports are received timely by the Examination Manager.
- 3.4 Examiners are responsible for conducting the correction of the exams and send the results to the Examination Manager.

**4**

**4.0 Description of Activity**

**4.1 Impartiality Statement**

All personnel involved in the examination lifecycle (except external experts helping on the creation of the questions) must sign an impartiality and confidentiality statement and abide by Certi-Trust Quality Manual, Policies, Procedures and Code of Ethics while conducting their activities.

**4.2 Exam Creation**

- 4.2.1 After instruction of the Chief Competency Certification Program Officer, the Certification Program Manager will manage the creation of a database of questions, following the criteria of each certification scheme.
- 4.2.2 The questions must be created by at least two different experts on the subject and must represent the total content of the certification scheme.
- 4.2.3 After the creation of the exam, the Examination Manager will review it based on two different criteria:
- 4.2.3.1 The first one related to the content of the exam, to ensure that each question is related to at least one concept described on the competencies of the certification scheme and that most of the competencies described on the certification scheme can be related to at least one question.
- 4.2.3.2 The second one related to the reliability of the exam, by following the reliability procedure,

Originator	Approved by	Page
<b>Compliance Manager</b>	<b>CEO</b>	1 of 3

<b>Certi-Trust Quality Procedure</b>	No.	QP09
	Revision No.	1.1
	Date	04-01-2019
<b>Procedure For Exam Management</b>		

ensuring (by a statistical study) that all questions are proportionate, not too hard and not too easy. To do so, at least to test sessions of the exam must be conducted.

4.2.4 If the review provides a positive feedback the exam will be considered created and will be ready to be used for certification purposes. Otherwise, the questions which showed too much variance or do not represent the content of the certification scheme will need to be reworked and tested again.

#### 4.3 **Examination planning**

4.3.1 Certification exam sessions may be scheduled periodically or upon request.

4.3.2 As a conclusion of a training session, certification exam session can then be organized to allow participants to take the exam.

4.3.3 Opened certification exam session can also be organized.

4.3.4 In order to validate a certification exam session, the following points shall be confirmed:

- Location of the exam session.
- Seating capacity.
- Number of candidates registered is sufficient.
- Certification scheme(s) covered by the exam.
- Special accommodations needed.

4.3.5 Invigilator Manager is responsible to ensure that room used for the exam will meet acceptable conditions for an exam (room can be closed, comfortable temperature, low noise level, good lighting and ventilation, appropriate regarding special accommodations asked, etc.).

4.3.6 The first time a new contract is signed with an examination site, a checklist will be send that will need to be filled and signed by the responsible of the examination site. Such checklist contains the different requirements that the site needs to fullfill to be considered as an official Certi-Trust examination site.

4.3.7 Later on, if the checklist is successfully filled, an invigilator will go to the examination site to validate the checklist and to take pictures of the site. The invigilator will then send all the information gathered to the Invigilator Manager who will make a decision upon the adequacy of the site to become an official Certi-Trust examination site.

#### 4.4 **Conducting Examination**

4.4.1 Examination is conducted as per the schedule.

4.4.2 Written exam papers are checked by the examiners and for interview marking is done. The final set of examination papers etc. are submitted to the Certification Manager for further actions.

#### 4.5 **Correction of the exam and notification e-mail.**

4.5.1 Upon reception of the completed exams by the candidate, the Examination Manager must appoint an examiner to correct the exams, the conditions to determine an examiner might differ from one exam to another.

Originator	Approved by	Page
<b>Compliance Manager</b>	<b>CEO</b>	2 of 3

<b>Certi-Trust Quality Procedure</b>	No.	QP09
	Revision No.	1.1
	Date	04-01-2019
<b>Procedure For Exam Management</b>		

- 4.5.2 The examiner appointed by the Examination Manager will never be, under any circumstance, the trainer of a session on the topic of examination that followed to that exam. Each examiner is required to report any potential risk to impartiality and/or conflict of interest.
- 4.5.3 The Examination Manager will only send the answer sheet to the appointed examiner, in the answer sheet personal data will be limited (using pseudonymisation techniques) adding a layer of security regarding the impartiality of the examiner.
- 4.5.4 The exams will be sent to the examiner who will have 5 days to correct and send them back to the Examination Manager with a list of the results of all participants (by sequential number).
- 4.5.5 The Examination Manager will do the consolidation with the sequential number of the candidate and his/her personal data and will manage that the Examination Team sends a notification e-mail informing the candidate whether they passed or failed the exam and the next steps to be followed.
- 4.5.6 In case the applicant makes an inquiry, requiring more information, the Examination Manager could provide the applicant with a detailed explanation of the results of the exam based on overall percentage and/or percentage per domain. Never the exact question that have been failed or succeeded since that would breach the confidentiality of the exam.
- 5.0 References**
- 5.1 Exam files
- 6.0 Enclosures**        None
- 7.0 Forms**
- None

Originator	Approved by	Page
<b>Compliance Manager</b>	<b>CEO</b>	3 of 3