SUMMARY & PURPOSE:
This policy outlines the concepts related to appropriate examination administration that will serve to support a fair and equitable testing experience for the candidate.

DEFINITIONS:
Insert definitions that are required to understand this document

POLICY:
All exams for SSH must be administered appropriately and securely.
- Candidates shall have access to all information regarding exam specifications, exam registration, and other exam-related items to support an appropriate testing experience.
- All examinations and related activities shall be kept confidential including:
  - Sharing who is/shall be testing
  - All examination results
- Vendor shall provide appropriate testing setting
- Candidate shall have the right to appeal if expectations are not met (reasonable)
- Examinations shall be administered in a consistent manner to standards approved by the vendor and SSH. This includes the physical setting, equipment, and accessibility to the location.
- Accommodations for examinations shall be granted per the Accommodations Policy.
- All candidates shall be able to verify their identity as required and shall follow all rules of the examination administration as provided ahead of time, and at the testing site.
- All examinations shall be administered/overseen by trained and approved proctors (as determined by vendor and/or SSH).
- Vendor and SSH shall work collaboratively to provide an appropriate exam administration for each candidate, and to review any potential issues reported by proctors and/or candidates.

SCOPE/APPLICABILITY:
This applies to all examinations delivered by the vendor on behalf of SSH and shall apply to all testing sites arranged by SSH staff (e.g. at a conference venue or simulation center).

PROCEDURES TO ENSURE COMPLIANCE:
SSH and vendor shall be jointly responsible for providing an appropriate examination administration. Any candidate who did not have their expectations met or had a perceived or real untoward experience should follow these policies to submit their information about the experience. It is the candidate’s determination as to which policy is most appropriate given the experience:
- Complaint Policy
- Appeals Policy
SSH and vendor shall collect any information to make any determination of outcomes or actions. SSH Certification shall determine all outcomes (in consultation with vendor as appropriate).

SUPPORTING/REFERENCE DOCUMENTATION:
- SMT Computer-Based Testing (CBT) Administration Manual
- Site Proctoring Documents

RELATED POLICIES & PROCEDURES AND ASSOCIATED FORMS:
- Accommodations Policy
- Appeals Policy
- Complaint Policy
- Confidentiality Policy
• Records Management Policy

ASSOCIATED NCCA STANDARD(S):
• 18, 18A, 18B, 18C, 18D

POSTED PUBLICLY: YES/NO