	CREATION DATE February 15, 2012	DATE REVISED July 26, 2024
SSH Society for Simulation in Healthcare **CERTIFICATION**	POLICY AREA / CATEGORY	DATE APPROVED /EFFECTIVE DATE November 05, 2019
POLICY TITLE EXAM ADMINISTRATION	VERSION	DATE REVIEWED July 26, 2024

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:
None

POLICY:
All SSH examinations must be administered securely and follow these principles:
- Candidates shall have access to all information regarding examination specifications, examination registration, and other examination-related items to support an appropriate testing experience (see reference documents).
- All examinations and related activities shall be kept confidential including:
    o Sharing who is/shall be testing
    o All examination results
- The testing vendor shall provide appropriate testing environment
- Candidate shall have the right to appeal if reasonable expectations are not met
- Examinations shall be administered in a consistent manner to standards approved by the testing 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 the testing vendor and/or SSH).
- The testing Vendor and SSH staff shall work collaboratively to provide an appropriate examination administration for each candidate, and to review any potential issues reported by proctors and/or candidates.
- Reports of irregularities from testing sites that are submitted to the testing vendor shall be forwarded to the Director of Certification for review and action as necessary.

SCOPE/APPLICABILITY:
This applies to all examinations delivered by the testing 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 the testing 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 staff and the testing vendor shall collect any information to make any determination of outcomes or actions. Certification Council shall determine all outcomes (in consultation with vendor as appropriate).
- The Director of Certification shall review all irregularities that are provided by the vendor. If it is determined that immediate action or remedy is required, the CHSE or CHSOS Subcommittee shall be contacted for review.
- The CHSE or CHSOS Subcommittee shall review any submitted irregularities no less than quarterly or more immediately if determined to be urgent.

- The CHSE or CHSOS Subcommittee shall be responsible for providing summaries and/or action plans to the Certification Council as determined to be necessary.

SUPPORTING/REFERENCE DOCUMENTATION:
- Prometric Computer-Based Testing (CBT) Administration Manual
- Prometric 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

POSTED PUBLICLY: YES