



## **Academy of Clinical Research Professionals**

### **Policy on Testing Experience Issues**

#### **POLICY**

All of the Academy's certification exams are administered via a network of computer-based testing centers. These centers are administered by the Academy's contracted testing partner and administer a wide variety of tests. Very rarely do any issues arise at the test center that may be perceived as having a negative effect on a candidate's performance. However, the Academy takes these issues very seriously.

In order for the Academy to be able to investigate any problems thoroughly, all issues must be reported to the Testing Center Administrator (TCA) before leaving the test center. Issues can be reported on the exam exit survey but must be brought to the attention of the TCA during the exam/before leaving the test center. Problems reported later than the day of testing will not be considered.

#### Technical Issues

The Academy expects a candidate to be responsible for immediately notifying the proctor at the testing center should the candidate believe there to be a technical problem with the computer or related equipment during their exam. It may be possible for the TCA to resolve the program and restart the candidate's exam or reschedule the candidate for later the same day.

Any complaints regarding technical issues should be reported immediately and must be reported to the Testing Center Administrator (TCA) before leaving the testing center. The candidate must also report the issue to the Academy the same day. If it is over a weekend, a voice mail or email message must be sent to the Academy on the same day the candidate tested.

The Academy will investigate all reported technical issues and report back to the candidate within two (2) weeks of receiving the report. Based on the results of the investigation of the reported issue, the Academy may choose to offer a subsequent opportunity to retest.

#### Disruptive Issues

Candidate should expect an environment suitable to testing but should also understand that they will be testing with other individuals who may be taking exams of varying length or requiring use of keyboard. Noise cancelling headphones are available to each candidate, upon request, at the testing center.

Should there be a disruption that the candidate believes is affecting his or her performance on the exam, the situation should be reported to the TCA immediately. Should the candidate believe that his or her performance is hindered by the disruption, the candidate may choose to end the test and inform the TCA of the reason. The candidate must also report the issue to the Academy the same day. If it is over



the weekend, a voice mail or email message must be sent to the Academy on the same day the candidate tested.

The Academy will investigate all reported disruption issues and report back to the candidate within two (2) weeks of receiving the report. Based on the results of the investigation of the reported issue, the Academy may choose to offer a subsequent opportunity to retest.

Candidate requests for a review of the fairness or accuracy of an exam due to equipment or software failure, or disruptive conditions in a testing center, shall result in the Academy working with its testing vendor to review relevant incident or discrepancy reports, technical data and analyses.

#### Exam Content

Candidates who have an issue with a particular test question are welcome to put their concerns in writing to the Academy. Such information will be shared with the appropriate exam committee. However, given the security of the exam, the candidate will not receive any response regarding the content of the question, the answer, or the rationale for the item.

Candidates are permitted to appeal the appropriateness of content on the exam through its Policy on the Appeal of Denial of Eligibility but cannot be granted access to test questions or an answer key.

#### **MONITORING AND REVIEW SCHEDULE**

Monitor as needed and review every three years.

#### **DATE APPROVED**

December 17, 2013

#### **DATES REVIEWED**

#### **DATES MODIFIED**