



## **5.03 Exam Delivery**

Approved: 2018-03-21

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Review required: 2022

### **Intent**

To set procedures for fair, consistent, reliable, and accessible exam delivery.

### **Policy and Procedures**

#### **Exam Writers**

Exam writers are required to apply to the Registrar to enroll for an exam, on a form provided by the Registrar, and pay the applicable fee(s) to the Registrar. Exam writers must select a private or group exam sitting. Exam sittings must be invigilated. For private exams, the exam writer will make arrangements for and pay a fee directly to a Registrar-approved invigilator. The Registrar will provide exam(s) to the invigilator once the invigilator contacts them with confirmation that the sitting fee has been paid. For group exams, the exam writer must pay a fee to the Registrar with the exam fee. All applicable fees must be paid prior to an exam sitting.

Exam fees are not refundable. Exam writers who are unable to write on a scheduled date may arrange with the Registrar to write their exam within 12 months at another private or group exam sitting and pay any additional fees for a rescheduled exam sitting. If the exam is not written within 12 months of the originally scheduled date, the exam fee and invigilation fee and any other related fees are forfeited.

Exam writers who do not pass their exam by achieving the required 80% correct, are not eligible to write the same level of exam for at least 30 days.

#### **Registrar**

To meet its responsibility regarding exams, SBOA has an agreement with the Southeast College to serve as the SBOA Registrar for exam delivery. In this role, the Southeast College:

- maintains a controlled, secure file for each member who has enrolled for an exam, that includes the registration, exam ID code and name, dates of completion and results, correspondence, and any other pertinent information,
- maintains and oversees secure mechanisms for adding, modifying and accessing information related to exams,
- ensures printed and electronic records are securely stored and backed up,
- establishes a system of ID codes for exams, such that the SBOA level of exams may be identified from the ID code,
- sets at least four group exam dates per year when SBOA members may write exams as part of a group to reduce invigilation costs and arrange for facilities and invigilation at the group exam,
- orders and receives exams electronically from SBOA's contracted exam provider and returns them promptly for marking,

- in conjunction with the Education Committee, sets fees for exams and invigilators,
- confirms with the SBOA Membership Chair that exam applicants are SBOA members,
- administers fee payments for exams,
- provides information for exam writers to access Registrar-approved invigilator services,
- provides results to exam writers as part of the exam fee,
- provides transcripts of exam results to exam writers for a supplementary fee,
- observe rules for exams and question banks including:
  - questions are drawn from a question banks that contain at least 50% more questions than appear on the exam,
  - question bank questions must be developed with input from people with experience in the subject being examined,
  - question bank questions must be reviewed periodically to ensure continued relevance,
  - where more than 10 people are taking the same level of exam in a single room, a minimum of 3 different exams should be used,
- sets rules for invigilators including:
  - exam invigilators are responsible for the security of exams,
  - exam writers are required to sign in and produce photo identification to confirm their identity,
  - exam invigilators are required to sign undertakings to respect confidentiality and privacy and to avoid conflict of interest,
- notify the Education Chair if there is any issue regarding exam delivery,
- refrain from any involvement in the SBOA certification process.

### **Application**

SBOA Education Committee Chair and members, SBOA Registrar, and exam writers.

### **Notes**

Based on information from BOABC, NSBOA, and MBOA.

Based in part on 2007-05-28 SBOA Certification Policy 1D - Registrar Responsibilities and Qualifications and SBOA Certification Policy 3B - Integrity of the Exam Process (recommended for compliance with CAN-P-9 that was reissued as ISO/IEC 17024:2012). Required for compliance with ISO/IEC 17024:2012 "Conformity Assessment - General requirements for bodies operating certification of persons, 9.7.2."