



## **CEP CERTIFICATION LLC**

### **TEST ADMINISTRATION POLICY**

#### **I. Test Sites and Dates**

The CEP examinations will be administered at least twice per year on a schedule adopted by the CEP Governing Council. The date of each test administration will be published on the CEP website six months in advance of the administration.

#### **II. Test Administration Procedures**

Examinations will be administered in a standardized manner and in accordance with the procedures adopted by the CEP Governing Council, and set forth in the CEP test delivery provider test administration manuals.

#### **III. Test Center Rules and Regulations**

Candidates must comply at all times with posted test center rules and policies, and with the examination security requirements of CEP and the test delivery provider. Candidates who do not comply with such rules and policies will be excused from testing and escorted from the testing center. In this circumstance, no refund will be made to the candidate.

The examination supervisor and proctors are the designated agents for maintaining a secure and proper administration of the examination. On behalf of CEP, administrators are required to enforce the following rules.

- A. Candidates are not permitted to talk or move around in the examination room during the test administration, without the express permission of a proctor.
- B. If a candidate has an emergency or needs to use the restroom, s/he should raise his/her hand and wait to be acknowledged by a proctor. The proctor will take the test materials and secure them, then give the candidate permission to leave the room. Only one candidate at a time is permitted to leave the room.
- C. Candidates are not permitted to smoke, eat, or drink (except water) in the test room. Water can be brought into the testing room in a container with a lid.

- D. Personal items will be stored at the front or back of the test room, or in an adjacent room, in plastic bags no larger than 8.5" x 11".
- E. The examination supervisor, proctor, and assistants are not permitted to answer any questions concerning test items during the examination. However, a candidate may ask procedural questions related to the testing process, and the proctoring staff will make an effort to assist the candidate.
- F. If a candidate believes that there is a misprint or an error within a test item, the candidate should raise his/her hand, and wait to be acknowledged by a proctor. S/he will receive a Candidate Comment Form, where the perceived error can be identified. The form will be collected at the end of the exam.
- G. No examination materials, documents, or memoranda of any kind are to be taken from the examination room.

#### IV. Inappropriate Candidate Conduct

In the event that CEP determines that a candidate has engaged in inappropriate conduct or improper behavior with respect to test administration, CEP reserves the right to take responsive actions, including, but not limited to, the following:

- A. Reject an application for certification;
- B. Prohibit or preclude the candidate from participating in an examination;
- C. Prevent or preclude the candidate from completing an examination, including the removal of a person from the testing site;
- D. Invalidate or nullify the candidate's examination and test results; and,
- E. Issue and enforce any other lesser response or action determined to be appropriate or necessary.

Inappropriate conduct or improper behavior includes, but is not limited to: misrepresentation; failure to disclose requested information; cheating; unauthorized possession, use, or distribution of copyrighted or legally protected material; verbal or physical disturbances of the examination or certification process; and, any other objectionable, improper, or unprofessional actions by a person participating in the CEP certification process.

## V. Special Testing Accommodations

CEP complies with the requirements of the Americans with Disabilities Act (42 U.S.C. Section 12101, et. seq.) and with Title VII of the Civil Rights Act, (42 U.S.C. Section 2000e, et, seq.), future amendments to these Federal laws, and similar State law requirements.

Each candidate requesting special testing accommodations due to a disability or religious observance must complete the Application Section concerning special accommodations. In addition, certain specific information regarding the request must be submitted in writing to CEP, including supporting documentation. It is the responsibility of the requesting candidate to provide advance notice and appropriate documentation concerning the disability or religious observance, along with a clear identification of the type of accommodation(s) or aid(s) that will be required, when the Application is submitted. CEP will review all accommodation requests and notify the candidate of the status/disposition of the request prior to the Examination date.

Special testing arrangements due to impaired sensory or manual skills require a letter from a licensed physician, social worker, psychologist or other appropriate professional. The letter must be written on the professional's letterhead, and must include the professional's title, address, telephone number and date. The letter must also include a diagnosis of the disabling condition and explain why special testing arrangements are necessary. The letter must have an original signature from the professional, and must be dated no more than two (2) years prior to the application. Fax copies and photocopies will not be accepted for this purpose.

CEP will not pay any costs incurred by the candidate to obtain the required diagnosis and accommodation recommendation. However, CEP will pay for any reasonable approved accommodations that are provided to the candidate. Appropriate arrangements and accommodations will be made for all candidates with disabilities who submit the appropriate request and include appropriate documentation. Under no conditions will an accommodation be made which changes the nature of the test.

## VI. Errors and Disruptions in Examination Administration

Occasionally errors occur with respect to the creation of an examination, or disruptions occur with respect to the administration and scoring of an examination. When such errors or disruptions prevent a candidate from taking or completing the examination or receiving a score for a completed examination, CEP may provide the affected candidate with an opportunity to take the examination at the next scheduled examination date for a reduced or waived examination fee, or may arrange a special test administration.

Such resolutions will be determined in CEP's sole discretion, and will be the candidate's exclusive remedy. CEP will not be liable to any candidate for inconvenience, expense, or other damage, including consequential, incidental, special, or exemplary damages, caused by any problems in the creation, administration, or scoring of an examination, including delays in score reporting. CEP will not reduce or otherwise modify the applicable certification or examination standards, or overturn a candidate's score as a means of correcting a problem in examination administration.

## VII. Cancellation of Participation in Examination/Withdrawal of Application

A candidate who decides to withdraw his/her certification application, and to cancel participation in the examination, must notify both CEP and the test delivery provider of the cancellation no later than ten (10) business days prior to the date of the examination. The notification must be in writing and must include the original signature of the candidate. E-mail and faxed cancellation notices will not be accepted. Evidence of a confirmed cancellation from the test delivery provider is required before a refund can be issued by CEP.

A candidate who withdraws his/her application and cancels test participation will receive a refund of all fees paid, less a processing fee, provided that the cancellation notice complies with the terms of this Policy. A candidate who cancels participation will be required to submit a new application, pay applicable fees, and satisfy all applicable eligibility criteria if s/he wishes to sit for future examinations.

## VIII. Failure to Sit for Examination

If a candidate fails to withdraw his/her application and cancel test participation in accordance with Policy Section VII, above, or for any reason fails to appear at the testing site where he or she is registered to sit for the examination, s/he will forfeit all fees paid and no refund will be provided. Candidates who arrive late and are not permitted to sit for the examination will forfeit all fees paid and no refund will be provided.

Candidates who fail to sit for a scheduled examination will be required to submit new applications, pay applicable fees, and satisfy all applicable eligibility criteria to sit for future examinations.

## IX. Handscoring

Candidates who request that their examinations be handscored must submit a written request and pay a rescoring fee established by CEP.