Policy – Designated individuals at approved examination sites will be assisted in all examination-related activities so they are carried out in an effective and efficient manner.

Responsibility – Certification Manager


Procedure – The following procedures will be followed in assisting approved certification examination sites in preparing for and administering the examinations.

1. The Certification Manager will maintain a list of approved certification examination sites. Refer to Commission Policy 3.1 for the procedures on the selection and approval of certification examination sites and the Commission’s List of Approved Certification Examination Sites (Appendix D). In addition, the Examination Site Administrators will be notified that the Commission is required to conduct unannounced audits of a random number of examination sites and their site may be selected as one for the upcoming examination. And if selected, the audit will be conducted in accordance with Commission Policy 3.4 – Examination Site Audits which is available on the Commission website.

2. Within 8 weeks of the administration of the certification examination, the Certification Manager will communicate with each examination site administrator informing them of the upcoming examination and requesting that they verify the exact location where the examination will be held, the name or names of the proctors and specific contact information. In addition, a deadline will be provided by which the requested information is to be submitted to the Certification Manager. The deadline is usually six weeks prior to the date of the administration of the certification examination(s). In the event the requested information is not received in a timely manner, the Certification Manager will follow up with the respective examination site administrator(s).

3. Approximately ten (10) business days prior to the administration of the examination(s), all needed examination-related documents will be sent to the various examination sites by the Certification Manager. A separate notice will also be sent to the examination site administrators requesting that upon receipt of the shipment that they conduct an inventory of the materials to be sure they are complete in quantity and in good condition and notify the Certification Manager of their arrival and of any problems with items missing or in bad condition. This notification is asked for within five (5) business days prior to the date of the examination(s). The examination site administrators will also be asked to become familiar with the materials and contact the Certification Manager with any questions.
4. Following the administration of the examination(s), the Certification Manager will contact the examination site administrators to remind them to return the examination-related materials as per the instructions provided to them. In the event the Certification Manager does not receive the examination-related materials in a timely manner, the Certification Manager will follow up with the respective examination site administrators to determine the reason(s) and work to rectify the situation. In addition, this information serves as feedback when assessing the performance of examination site personnel as required by Commission Policy 3.1.

5. Copies of all documents and related correspondence, generated in complying with this policy will be attained in secured files by the Certification Manager.

Revision History
Last Revision: 02/14/2022