



# ABP Corporate Policy

## Computer-Based Administration Policy

The Computer-Based Administration Policy is to ensure that candidates understand their responsibilities and options when issues occur before, during, or after examination administration at a secured test center.

### LATE ARRIVALS OF MISSED EXAMINATIONS

Candidates are strongly encouraged to arrive at the test center at least 30 minutes before their scheduled examination time. Candidates who arrive after the scheduled start time of their test appointment are at risk of losing their reserved seat. No refunds will be provided for candidates who are unable to test because of late arrival or a missed appointment. No rescheduling will be permitted outside the published testing date(s). In the unlikely event that candidates are able to reschedule during the published testing dates, there will be a \$250 rescheduling fee.

### TEST CENTER CLOSURE

In rare circumstances, test centers may be unable to open because of unexpected events, including but not limited to, technical difficulties, severe weather, local emergencies, or a power outage at the test center. If a test center is unable to open for business, the test center vendor will make every attempt to contact candidates as quickly as possible. It is important to ensure that the email address and phone numbers submitted during the scheduling process are accurate. Assuming test center availability, candidates will test within two (2) weeks of the initial testing window. Candidates electing not to reschedule must directly notify the ABP by email or postal mail within one (1) week of their initial test date to receive a refund of the registration fee. However, the time-limited eligibility to achieve initial certification will not be extended.

### ISSUES AT TEST CENTER IMPACTING START TIME OF EXAMINATION

If technical difficulties or other potential issues at the test center delay the start time of an examination, this information will be communicated to candidates upon arrival at the test center. Candidates will be notified of the estimated wait time and will be updated periodically on the status of the appointment start time.

- Candidates are required to wait at least 60 minutes past the scheduled start time of their examination before electing to reschedule.
- If candidates opt to leave before the 60-minute waiting period, they will not have the opportunity to reschedule. Examination fees will not be reimbursed.
- If the test administrator is unable to start an examination after 60 minutes, candidates have the following three options:
  1. *Reschedule*: Candidates choosing to reschedule must contact the ABP by email or postal mail within three (3) business days of the initial testing date. Assuming test center availability, candidates will test within two (2) weeks of the initial testing window.
  2. *Cancel registration*: Candidates electing not to reschedule must directly notify the ABP by email or postal mail within one (1) business week of their initial testing date to receive a refund of the registration fee. The time-limited eligibility to achieve initial certification will not be extended.
  3. *Continue to wait*: Candidates are welcome to wait if the test center can still accommodate the test appointment. However, if the test center is unable to accommodate the full testing appointment, candidates will need to either reschedule (option 1) or cancel their



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registration (option 2).

### INTERRUPTIONS DURING TESTING

If the examination is interrupted because of a testing environment issue, the test center vendor will attempt to restart the examination as soon as possible. In the event of a technical issue, the examination software is designed to resume from the point of interruption with the same amount of test time remaining. In rare circumstances, the test center vendor may need additional time to troubleshoot and resolve an issue before testing can resume.

- Candidates are required to wait at least 60 minutes before leaving the test center to allow for time to resolve the issue.
- If candidates opt to leave before the 60-minute waiting period expires, the examination will be considered complete and will be scored.
- If the test administrator is unable to resolve the issue and restart an examination after 60 minutes, candidates have the following three options:
  1. *Reschedule*: Candidates choosing to reschedule must contact the ABP by email or postal mail within three (3) business days of the initial testing date. Assuming test center availability, candidates will test within two (2) weeks of the initial testing window. Candidates must retake all incomplete sections of their previously administered examination. Any partially completed section will be deleted and must be retaken in its entirety. Candidates will not be allowed to retake any completed section of their previously administered examination.
  2. *Invalidate examination*: Candidates electing not to reschedule must directly notify the ABP in writing by email or postal mail within three (3) business days of their initial testing date to invalidate their examination. These candidates will receive a refund of the registration fee. However, the time-limited eligibility to achieve initial certification will not be extended.
  3. *Continue to wait*: Candidates are welcome to wait if the test center can still accommodate the test appointment. However, if the test center is unable to accommodate the full testing appointment, candidates will need to either reschedule (option 1) or invalidate their examination (option 2).

### TESTING IRREGULARITIES/COMPLAINTS

Although the testing center vendor strives to maintain an optimal testing environment, candidates who experience a testing irregularity because of environmental factors or technical issues should communicate the issue to the test center administrator as soon as possible. The test administrator will attempt to resolve the irregularity.

- Unless the irregularity prevents the examination from being delivered, candidates are expected to continue testing.
- Candidates who believe their examination performance was negatively impacted by a testing irregularity must directly notify the ABP in writing by email or postal mail within three (3) business days of their testing date with a detailed explanation of the situation. The ABP will review all material at its disposal.
- An opportunity to retest will be offered should the ABP in its sole discretion determine that the incident or irregularity could have impacted a candidate's performance. The dates of the



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retest period will be established by the ABP and will be set as close to the original examination date as possible.

- Candidates approved for a retest who elect not to retest during the period of time defined by the ABP will forfeit their opportunity to do so. These candidates will have the option to have the examination invalidated. The invalidation of the examination will result in a refund of the registration fee. However, the time-limited eligibility to achieve initial certification will not be extended. A candidate who chooses not to retest should notify the ABP by email or postal mail.

Irregularities reported after three (3) business days from the completion of the examination date will not be investigated for a retest opportunity or considered valid reasons for invalidating an examination.

#### UNSCHEDULED BREAKS DURING TESTING

Candidates will be provided with scheduled break periods at predetermined times during their examination sessions. However, the ABP recognizes that candidates may also need to take an unscheduled break from testing while the examination clock continues to run. Extended absences, multiple breaks, excessive cumulative time away from testing, accessing of locker, accessing of study material, usage of electronic devices, or any other non-standard behavior that may be perceived as an impropriety will be documented for security purposes and communicated to the ABP.

Pursuant to the *Honor Code: Professionalism, Moral and Ethical Principles* (PDF), communication regarding examination material is prohibited at all times, including both scheduled and unscheduled breaks.

#### ABP RIGHT TO INVALIDATE AN EXAMINATION DUE TO ADMINISTRATION ISSUE

A complete examination, based on the full set of competencies defined as critical to be measured, must be provided to all candidates. Should an event result in the administration of an examination that the ABP considers incomplete, the examination will be invalidated, and the candidate will be offered the option to retest at no additional fee. Any retesting will need to be completed within the time period defined by the ABP. In some situations, the ABP may determine that only a specific section needs to be retaken rather than the entire examination. If a candidate elects not to retest, the candidate will be refunded the registration fee. However, the time-limited eligibility to achieve initial certification will not be extended.

#### FAILURE TO COMPLY WITH TEST ADMINISTRATOR INSTRUCTIONS AND PROTOCOLS

All candidates are expected to adhere to test administrator instructions and test center rules at all times. This includes compliance with check-in procedures and exhibiting proper decorum in all areas of the test center. Candidates failing to comply may be subject to dismissal from the test center and/or invalidation of their examination. Candidates with an invalidated examination will not have their examination fees reimbursed, and the time-limited eligibility to achieve initial certification will not be extended.



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*Last Revision Approved by the Board of Directors/Executive Committee:*