



# National Commission for Certifying Agencies

The Accreditation Body of the Institute for Credentialing Excellence

2025 M Street, N.W., Suite 800, Washington, DC 20036-3309

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**PLEASE NOTE:** The following information is what the NCCA will be evaluating from participants in the Live Remote proctoring pilot assessment that is currently being conducted. They are offered here so that accredited programs are aware of which NCCA Standards are affected by the use of Live Remote Proctoring and what considerations should be reviewed with a potential provider. Some references to “the assessment” may not apply, but they are all important considerations for any use of Live Remote Proctoring.

## NCCA CONSIDERATIONS REGARDING LIVE REMOTE PROCTORING FOR CURRENTLY ACCREDITED PROGRAMS

The National Commission for Certifying Agencies (NCCA) has not yet determined whether the use of Live Remote Proctoring is consistent with its Standards. During this unprecedented global situation, however, the NCCA has authorized a limited exception, consistent with its core mission to protect public health and safety. Under this exception, a currently accredited program that is prevented from conducting in-person testing due to test center closures or governmental orders may, after careful consideration of the potential effect on its program, offer Live Remote Proctoring to meet an urgent need during the period that in-person testing is unavailable.

The NCCA issues the following list of considerations to provide useful information as they consider whether applying for Exception approval is necessary.

NCCA STANDARD	ESSENTIAL ELEMENT	CONSIDERATIONS
<b>Standard 5: Essential Element A</b>	The certification program must identify primary personnel responsible for conducting certification activities (e.g., staff, consultants, psychometricians, vendors) along with their roles and qualifications for those certification activities.	<ul style="list-style-type: none"> <li>Who was responsible on both staff and vendor side for implementing LRP assessment?</li> <li>What was the impact on staffing/workflow that can be uniquely attributed to LRP?</li> </ul>
<b>Standard 5: Essential Element B</b>	The certification program must demonstrate appropriate oversight and monitoring of those personnel performing certification activities.	What monitoring/oversight of vendor was provided during assessment?
<b>Standard 6: Essential Element B</b>	The certification program must make the following information publicly available: B. A description of the examination used to make certification decisions;	The program must provide communications sent/shared publicly with candidates about live remote proctoring and the assessment opportunity at each stage of the assessment including pre-assessment, during the assessment and post-assessment.



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<b>Standard 6: Essential Element C</b>	C. Descriptions of examination processes, including all modes of examination delivery used and the circumstances in which they are offered to potential candidates; (CHANGED FROM 15B)	Identify all delivery modalities offered to candidates during the assessment (LRP and alternative(s))
<b>Standard 6: Essential Element F</b>	The certification program must publish certification information that concerns existing and prospective certificants. A policy for retesting of failing candidates;	<ul style="list-style-type: none"> <li>• Are candidates allowed access to various delivery modalities used by the organization?</li> <li>• What are the policies for candidates selecting what modalities to test in, and do they vary based on whether they are first-time or repeat testers?</li> </ul>
<b>Standard 7: Essential Element C</b>	The certification program must not unreasonably limit access to certification.	Who was and was not allowed to participate in LRP assessment? Why?
<b>Standard 7: Essential Element E</b>	The process for reviewing requests for accommodation must follow all applicable jurisdictional laws and regulations.	<ul style="list-style-type: none"> <li>• What reasonable accommodation requests were received, permitted, denied?</li> <li>• Do these accommodations differ for live remote proctoring vs. other modalities?</li> <li>• Were any accommodations requested that could not be delivered with LRP?</li> </ul>
<b>Standard 10: Essential Element A</b>	Signed confidentiality or nondisclosure agreements from all personnel (including staff, certification board members, proctors, examiners, consultants and vendors, SMEs, and applicants/certificants) involved in the certification program must be maintained on record and enforced for protection of privileged information for current and prospective certificants	<ul style="list-style-type: none"> <li>• What Confidentiality Agreements/ Nondisclosure Agreements were used for LRP?</li> <li>• Who signed them?</li> </ul>
<b>Standard 11: Essential Element A</b>	The certification program must have a record of and enforce signed conflict of interest agreements with all personnel involved in certification decisions or examination development, implementation, maintenance, delivery, and updating.	<ul style="list-style-type: none"> <li>• What Conflict of Interest Agreements were used for LRP?</li> <li>• Who signed them?</li> </ul>



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<p><b>Standard 12: Essential Element A</b></p>	<p>The certification program must have policies and procedures that address the secure maintenance of all applicant, candidate, and certificant personal information, applications, and scores.</p>	<ul style="list-style-type: none"> <li>• What are the ways in which risk to exam integrity/intellectual property is mitigated for live remote proctoring? (i.e. monitoring for cheating, specific check-in procedures, etc.).</li> <li>• What are the program's and vendor's security policies for protecting test content when live remote proctoring is used?</li> </ul>
<p><b>Standard 18: Essential Element A</b></p>	<p>Examinations must be administered under secure and confidential protocols that restrict access to examination content to authorized individuals throughout examination storage, conveyance, administration, and disposal. Program policies must be in place to hold examinees accountable for improper behavior before, during, and after examination administration. The program must make a summary of security policies, incident review processes, and disciplinary procedures available to examinees.</p>	<p>Live remote proctoring may be more "customized" than test center procedures so the program will need to provide detailed policies for this Essential Element. Information should include information such as:</p> <ul style="list-style-type: none"> <li>• check-in procedures,</li> <li>• ways in which candidates are monitored for cheating behaviors,</li> <li>• how breaks both scheduled and unscheduled are handled,</li> <li>• and what proctoring requirements are in place to ensure that candidates are actively observed by a live proctor at all times.</li> </ul>
<p><b>Standard 18: Essential Element B</b></p>	<p>Examinations must be administered using standardized procedures that have been specified by the certification program to ensure comparable conditions for all candidates and promote the validity of scores. The program must document and follow standardized examination administration procedures, including verification of candidate identity, regardless of the examination delivery or proctoring method. The program must establish and document procedures stating what it expects of examination administration personnel and the procedures to follow to ensure adherence to these requirements.</p>	<p>Need technical report to show comparability of delivery methods. Technical report should be submitted, similar to the one filed with your application for accreditation, to include:</p> <ul style="list-style-type: none"> <li>• Item level performance</li> <li>• Exam form performance</li> <li>• Time to complete exam</li> <li>• Pass rates</li> <li>• Score reliability (Decision consistency and SEM by modality)</li> </ul> <p>If programs are using data from their most recent NCCA application, the same test form must be used for comparison between LRP and other delivery methods.</p> <p>Technical reports should be submitted for all modalities using same exam form (a</p>



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		<p>minimum of 50 for live remote proctoring and 50 for alternate modality).</p> <p><b>Qualitative feedback: Comparability of testing experience – survey – how was your experience, would you do it again?</b></p>
<p><b>Standard 18: Essential Element C</b></p>	<p>Trained proctors must be used in the proper administration of examinations to minimize the influence of variations in examination administration on scores, regardless of the examination delivery method or examination format. Proctor training must include the management and reporting of irregularities. Proctors must have no conflict of interest or any ability to influence examination results. Proctors must ensure that approved accommodations have been provided. Proctors must confirm they have read and agreed to abide by the procedures outlined in the examination administration manual. For performance examinations, proctors must be provided with specifications for site layout and required tools and equipment to ensure standardized administration.</p>	<p>The program should provide specific guidelines for how proctors are trained for live remote proctoring, including information on:</p> <ul style="list-style-type: none"> <li>• how they conduct their monitoring,</li> <li>• how issues are escalated,</li> <li>• procedures for when issues are detected,</li> <li>• ways of monitoring for cheating behaviors, etc.</li> </ul> <p>The program should also include information such as:</p> <ul style="list-style-type: none"> <li>• the proctor-to-examinee ratio,</li> <li>• how proctors are assigned, and</li> <li>• the process for proctor coverage.</li> </ul>
<p><b>Standard 18: Essential Element D</b></p>	<p>The certification program must have processes to monitor ongoing compliance with examination administration and security procedures.</p>	<ul style="list-style-type: none"> <li>• What are the organizational commitments/contractual obligations between the program and the live remote proctoring vendor re: exam administration and security?</li> </ul>



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<b>Standard 20: Essential Element A</b>	Certification programs must calculate and report estimates of score reliability, decision consistency, and standard errors of measurement using methods that are appropriate for the characteristics of the examination.	Provide data by modality for: <ul style="list-style-type: none"> <li>• score reliability,</li> <li>• decision consistency and</li> <li>• SEM.</li> </ul> This may be provided in the technical report. (see 18B)
<b>Standard 23: Essential Element B</b>	Processes must be in place to deal with errors found in program activities.	The program must provide incident reports and resolutions for LRP administrations, ideally compared to the types and number of incidents when alternate delivery modalities are used.