

NCCA COVID-19 Exception Live Remote Proctoring Application

For: ICE Staff #8

Introduction

The National Commission for Certifying Agencies (NCCA) has not yet determined whether the use of Live Remote Proctoring (LRP) 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 program will not lose its NCCA accreditation as a result of such decision if it complies with the Exception conditions; instead, the program will be classified internally as “Accredited with Compliance Reporting” during that period.

Programs must submit this application and receive approval from the NCCA prior to implementing live remote proctoring.

IMPORTANT NOTE: Live Remote Proctoring is defined as remote proctoring that occurs with a person actively watching a candidate during the time of the test administration and that provides safeguards for exam integrity and validity similar to in-person proctoring.

Statement of Understanding:

* If the Commission approves the program’s application for approval of the Exception, the program will be given a compliance reporting requirement which will obligate the program to provide data on the exams that were administered with Live Remote Proctoring during this period.

* The limited Live Remote Proctoring pilot will continue, and be accelerated if possible, enabling the Commission to issue

(a) a determination as to whether the Standards can be met utilizing Live Remote Proctoring, on an ongoing basis and if so,

(b) the conditions that must be met in order to comply with the Standards.

* Following the issuance of the Commission’s determination as described in the preceding paragraph, accredited programs that are approved to implement Live Remote Proctoring under this Exception will have 60 days to submit:

o a Compliance Report confirming either that they are complying with all of the conditions specified by the Commission if they are continuing to utilize Live Remote Proctoring, OR

o a Compliance Report that they have ceased using Live Remote Proctoring. If the Compliance Report is not submitted, or all of the required conditions are not met, the program is subject to loss of its NCCA accreditation.

* If a program ceases to use Live Remote Proctoring prior to the Commission’s determination being issued,

the program must still report data for the period during which that method was utilized and must document to the Commission that it has discontinued Live Remote Proctoring.

* In the absence of a determination by the Commission that Live Remote Proctoring can meet NCCA's Standards, the Commission will notify programs of the phase-out of the Exception once major in-person test centers reopen and restrictive governmental orders have been lifted. In that event, programs that continue to use Live Remote Proctoring after the expiration of their Exception authorization will be subject to loss of NCCA accreditation.

* Programs must submit to the Commission documentation of timely discontinuation of Live Remote Proctoring, within 60 days of such discontinuation. The Commission will remove the "with Conditions" classification from a program's accreditation after confirmation of such discontinuation.

* Approval of this Live Remote Proctoring Exception will not exempt any program from compliance with all other NCCA Standards.

* I agree to send the NCCA updated information should any of the information provided changes. Updated information will be sent to ICE Accreditation Services staff at info@credentialingexcellence.org.

* As a condition of being considered for the NCCA Exception program for the limited use of Live Remote Proctoring, Participant agrees to indemnify, defend and hold harmless NCCA, its officers, directors, employees, or agents, from and against any and all suits, claims, damages or losses, including reasonable attorneys' fees and costs, arising from any alleged error, omission, negligence or misconduct by the Participant or its officers, directors, employees, or agents in connection with Participant's decision to offer Live Remote Proctoring for the Accredited Program(s) Participant agrees NCCA shall have no liability for any outcomes or causes of action arising from Participant's decision to offer Live Remote Proctoring, and Participant hereby holds harmless, releases, and forever discharges NCCA from any such liability. Participant is solely responsible for supervising the Live Remote Proctoring and for any consequences of Participant's choice to engage in Live Remote Proctoring, including security breaches, injuries to test-takers, or any other loss or liability.

* Participant further acknowledges that NCCA is under no obligation to permit accredited certification programs to use Live Remote Proctoring after NCCA notifies Participant of the phase-out of the Exception, and, as a condition of maintaining accreditation, will suspend live remote proctoring for the Accredited Program(s) within 60 days of the phase-out notice, unless otherwise notified by the NCCA.

* The Organization agrees to the conditions outlined in NCCA's policy on Live Remote Proctoring Exceptions for the listed program(s) and understand(s) that violation of the conditions in that policy or of other NCCA Standards, or misrepresentation or omission of material information related to the Exception application, may result in loss of accreditation.

General Program Information

Please provide the following information about your Live Remote Proctoring plans.

Expected date by which live remote proctoring (LRP) will be implemented*:

Acronym of NCCA accredited program(s) that will be implementing live remote proctoring, separated by a semicolon (";") if more than one.*:

Name of LRP delivery provider*:

Name of LRP contact within your Organization*:

Email for LRP contact within your Organization*:

Please attach documents that address the services to be provided, including, at minimum, procedures and policies that address the items listed in the application elements 1-7 below. A procedure and/or policy document specific to the arrangements that have been agreed to with your identified provider can be attached to supply this information. Service agreements may also be attached, if they include the identified information; however, confidential information such as fees should be redacted.

Live Remote Proctoring Policies and Procedures/Service Agreement*:

Other Document (optional):

COVID-19 Remote Proctoring Elements

1. COVID-19 Exception: Remote Monitoring

Confirm the live remote monitoring of candidates during testing using both audio and video.

A procedure and/or policy document specific to the arrangements that you have agreed to with your identified provider can be attached to supply this information. Service agreements may also be attached, if they include the required information; however, confidential information such as fees- should be redacted.

Note: Attaching the document and indicating the page number is sufficient. An explanation is optional and not required.

Explanation (optional):

Document A*:

Page number(s)*:

Document B/C:

Page number(s):

2. COVID-19 Exception: Candidate Identification

Verification of candidate identification.

A procedure and/or policy document specific to the arrangements that you have agreed to with your identified provider can be attached to supply this information. Service agreements may also be attached, if they include the required information; however, confidential information such as fees- should be redacted.

Note: Attaching the document and indicating the page number is sufficient. An explanation is optional and not required.

Explanation (optional):

Document A*:

Page number(s)*:

Document B/C:

Page number(s):

3. COVID-19 Exception: Examination Security

Security of examinations and testing records.

A procedure and/or policy document specific to the arrangements that you have agreed to with your identified provider can be attached to supply this information. Service agreements may also be attached, if they include the required information; however, confidential information such as fees- should be redacted.

Note: Attaching the document and indicating the page number is sufficient. An explanation is optional and not required.

Explanation (optional):

Document A*:

Page number(s)*:

Document B/C:

Page number(s):

4. COVID-19 Exception: Candidate/Proctor Ratio

Specified maximum allowed candidate/proctor ratio.

A procedure and/or policy document specific to the arrangements that you have agreed to with your identified provider can be attached to supply this information. Service agreements may also be attached, if they include the required information; however, confidential information such as fees- should be redacted.

Note: Attaching the document and indicating the page number is sufficient. An explanation is optional and not required.

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Explanation (optional):

Document A*:

Page number(s)*:

Document B/C:

Page number(s):

5. COVID-19 Exception: Security Software

Security software to ensure candidates cannot access any unauthorized content or controls (e.g. lockdown software preventing printing or opening of other browsers).

A procedure and/or policy document specific to the arrangements that you have agreed to with your identified provider can be attached to supply this information. Service agreements may also be attached, if they include the required information; however, confidential information such as fees- should be redacted.

Note: Attaching the document and indicating the page number is sufficient. An explanation is optional and not required.

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Document A*:

Page number(s)*:

Document B/C:

Page number(s):

6. COVID-19 Exception: Termination Capabilities

Examination termination capabilities should misconduct be observed.

A procedure and/or policy document specific to the arrangements that you have agreed to with your identified provider can be attached to supply this information. Service agreements may also be attached, if they include the required information; however, confidential information such as fees- should be redacted.

Note: Attaching the document and indicating the page number is sufficient. An explanation is optional and not required.

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Document B/C:

Page number(s):

7. COVID-19 Exception: Records Retention

Provide retention of sufficient records of the process to allow the certification program to confirm compliance with requirements of NCCA (e.g., video-records). Please identify whether the LRP process has resulted in any changes to the program's overall records retention policy. If so, please provide updated policy.

A procedure and/or policy document specific to the arrangements that you have agreed to with your identified provider can be attached to supply this information. Service agreements may also be attached, if they include the required information; however, confidential information such as fees- should be redacted.

Note: Attaching the document and indicating the page number is sufficient. An explanation is optional and not required.

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