

	<b>Conformity Certification Services</b>	Document ID: <b>QCC-CCS-PRS-PO-02</b>
	<b>Personnel Certification Security policy</b>	Issue no: 01
		Issue Date: 18.10.2022

Maintaining the security of Abu Dhabi Quality and Conformity Council (ADQCC) Personal Certification. ADQCC examination material is essential to upholding the integrity of the certification services. Security breaches can occur before, during, or after an examination. Conduct that may violate the security of an examination includes, but is not limited to:

- Theft of portions of, or entire, examination(s),
- Removing written examination materials from an examination hall without authorization,
- Reproducing and/or disseminating examination materials without authorization,
- Using improperly obtained questions to prepare person(s) for the examination,
- Cheating during an examination,
- Impersonating an examinee or having an impersonator take an examination,
- Deliberate loss of examination data in route to or from the examination hall or any other location It is the responsibility of Examiner and Invigilator to aggressively ensure the security of the examination at all times and to immediately report any security breaches to the center manager and ADQCC Head of Conformity Certification Services Section.
- A breach in examination security has significant impacts on Designated Examination Centers by ADQCC, including the costs of replacing questions.
- The Abu Dhabi Quality and Conformity Council (ADQCC) shall insist that its staff, and the Designated Examination Centers ( invigilators, and examiners) take all reasonable precautions to assure that question banks, examinations presented in all media (printed and computerized), and candidate scores are and remain secure,
- The Abu Dhabi Quality and Conformity Council (ADQCC) and Designated Examination Centers shall ensure that no candidate sees the content of the examination before or after the examination is administered.

**To support the policy followings are taken care before examination:**

**1. Exam Construction and Internet Security:**

Security begins with exam design and development by having a secure and closely monitored question bank, which developed by regulators and approved working group for each scheme, whether delivered electronically or in paper format. Access to secure material should be controlled and limited with authorized reviewers required to sign confidentiality statements when presented with examination text.

**2. Examination hall or facility operations including protocols and standards:**

Whether administering exams via computer based or paper and pen, each examination hall or facility needs to provide verifiable references and be pre-qualified according to rigorous security standards. examination hall requires pre-administration site visits by ADQCC Head of Conformity Certification Services Section to determine the most effective security arrangements (seating, space between

Prepared By	Approved By	Signature	Page
<b>Management Representative</b>	<b>Executive Director</b>		<b>Page 1 of 4</b>

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	<b>Conformity Certification Services</b>	Document ID: <b>QCC-CCS-PRS-PO-02</b>
	<b>Personnel Certification Security policy</b>	Issue no: 01
		Issue Date: 18.10.2022

candidates, capacity) in that location. computer based: Internet security protocols for their secure transmissions. The communication channel should use state-of-the-art encryption, and software should be able to detect whether a transmission was altered or disrupted. Internet delivery should ensure that examination content can only be accessed during the actual examination administration. Sophisticated software monitoring can be installed to automatically: close all non-examination specific windows or applications; close and log any incidents of applications attempting to open during the examination; and lock the desktop, suppressing key combinations so the examination taker cannot switch to any other task. paper and pen:

For paper-based exams, the Designated Examination Centers will print specific no. of examination paper as per the number of candidates and shall be sealed and controlled prior to the exam time.

### 3. Candidate Awareness of Responsibilities:

Candidate guides, information bulletins, and instructions to candidates prior to exam administration should in paper candidates of security policy and candidate responsibilities including exam confidentiality, prohibition of exchanging information with other candidates while the examination is in progress, and notification that electronic devices (mobiles, smart phones, etc.) will not be allowed into the examination hall. Also, instructions for reporting any examination irregularities, unusual behavior or suspicions of cheating should be provided to candidates before the exam.

#### **To support the policy followings are taken care during examination:**

The most critical element in security at the examination hall, whether computer based or paper and pen, is Examiner / Invigilator who follow current procedures and policies and take appropriate action regarding following elements of exam administration;

- **Candidate identification:** Adhering to strict ID requirements, photo ID given by ministry / government will be considered as valid. Candidate signatures on the photo ID need to be required for admittance to the examination hall.
- **Check-in process:** Candidates are prohibited from bringing items into the examination hall that could be used as examination aid or to collect, share or collaborate on examination content. This means not having access to personal items such as books, references, mobiles, electronic devices, handbags and backpacks, all of which are stored separately from the candidate to maintain security. Check-in includes storing the aforementioned personal property and may also include removing smart watches.
- **Access to exams:** Only verified admitted candidates, should view the contents of exams. Examiner / Invigilator must safeguard the confidential paper examination materials during the administration by keeping unused examinations secure and not available to candidates. Candidates should not have access to any examination paper other than their own during administration.
- **Candidate belongings and materials:** At the candidate's examination hall, candidates should only have ID, admission ticket/letter, and pen (s). Candidates should not be allowed to bring in paper of any kind, Cell phones should be strictly prohibited whether in or out of the examination hall;

Prepared By	Approved By	Signature	Page
<b>Management Representative</b>	<b>Executive Director</b>		<b>Page 2 of 4</b>
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 <p>مجلس أبوظبي للجودة والمطابقة Abu Dhabi Quality &amp; Conformity Council</p>	<b>Conformity Certification Services</b>	Document ID: <b>QCC-CCS-PRS-PO-02</b>
	<b>Personnel Certification Security policy</b>	Issue no: 01
		Issue Date: 18.10.2022

- **Examination hall / examination hall protocol:** Only Examiner / Invigilator, registered candidates, should be permitted in the examination hall. Candidate access to water and locations of restrooms, and protocol for their use should be made clear to candidates before the exam begins. Candidates who wish to leave the examination hall during the examination session must leave their examination materials and ID with the Examiner / Invigilator before being excused from the examination hall.
- **Monitoring and irregularities:** The Examiner / Invigilator is responsible for ensuring uniform and prescribed examination conditions for all candidates that minimize the likelihood of cheating. The exam must be staffed at least with one examiner / invigilator per 20 candidates in the examination hall. In pen and paper exams, the examiner / invigilator keeps inventory during the examination period, counting the number of candidates, number of examination paper distributed, and number of unused examination paper, ensuring the total number of used and unused examination paper totals the number of examination paper shipped. Examiner / Invigilator should monitor candidate behavior during the exam by walking around, and should have a standard response to candidate questions about exam content: "I'm sorry, I cannot help you with that; read the question carefully and perhaps you will see what is meant." If there is an issue with a specific question, error on the exam, or defective examination paper the Examiner / Invigilator documents it on the irregularity report. Examiner / Invigilator should warn candidates immediately to refrain from speaking to other candidates if they are doing so and if the behavior persists, one of the candidates should be moved to another seat and the names and identification numbers of the candidates involved should be reported as an irregularity.
- **Suspected Cheating:** If Examiner / Invigilator suspects a candidate is copying from another candidate, collusion among candidates, or a candidate is using unauthorized materials, another member of Examiner / Invigilator must immediately be informed to corroborate the suspicion. One member of the Examiner / Invigilator should stand near the candidate for closer observation and if the candidate's behavior persists, the Examiner / Invigilator should report the name and identification number of the suspected candidate as well as the name and identification number of the candidate from whom he/she is copying (whether or not there appears to be collusion), the time and duration of the event, and any other pertinent descriptive behaviors. After these data are recorded, the candidate should immediately be moved to a new seat, and any unauthorized materials confiscated and documented. Any odd or unusual behavior observed during the examination administration (both in and out of the examination hall), should be brought to the attention of the ADQCC Head of Conformity Certification Services Section immediately. All suspected incidents of candidate cheating must be recorded with a full report and the regulatory agency informed on the day of the exam.

**To support the policy followings are taken care after examination:**

- **Collecting exams:** The exact time the examination ends should be recorded and candidates should immediately stop working. Collection of pen and paper exams should not be rushed and candidates should remain seated while Examiner / Invigilator collect all examination materials and document on the list that all examination materials have been verified that the candidate's examination materials have been returned. Only then can the candidate be permitted to leave the examination hall. it is important during the collection process that unused and/or collected examination

Prepared By	Approved By	Signature	Page
<b>Management Representative</b>	<b>Executive Director</b>		<b>Page 3 of 4</b>
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	<b>Conformity Certification Services</b>	Document ID: <b>QCC-CCS-PRS-PO-02</b>
	<b>Personnel Certification Security policy</b>	Issue no: 01
		Issue Date: 18.10.2022

materials are monitored at all times and not left on Examiner / Invigilator's table unattended. Examination paper and answer sheets are counted after the administration and before candidates leave the examination hall, to verify that all examination materials have been returned. Examiner / Invigilator should check all materials to ensure no answer sheets remain.

- **Grading the exams:** carried by Designated Examination Centers (Examiners). Once all the examination paper has been collected and counted by Examiner / Invigilator, the same is treated as closed. The whole set is kept with examiner for checking and gradings.
- **Return and receiving:** All such materials after grading by the examiner are handed over to ADQCC Head of Conformity Certification Services Section for further processing and final approval for grading and final result. The return is done either via email or through their online portal or manually by handing over to ADQCC. QCC reviews and approves graded exams, and sends official reply (or action on web portal), Designated Examination Centers informs the candidates with exam result and prints Certificate/letter of achievement , Candidate can now apply for certificate of conformity.

All the steps mentioned above are applied for the security of examination.

Prepared By	Approved By	Signature	Page
<b>Management Representative</b>	<b>Executive Director</b>		<b>Page 4 of 4</b>
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