

Examination Security Procedure

1. PURPOSE:

GCCLAB Certification Body maintains effective security throughout the entire certification process. It will take appropriate corrective actions in the event a security breach will occur. The purpose of this procedure is to describe a process for ensuring the security of the examination documents and entire certification process to prevent any fraudulent examination practices.

2. SCOPE AND IMPLEMENTATION:

This procedure covers all examination activities conducted by GCCLAB as a part of certification of persons.

3. REFERENCES

ISO 14001:2015	:	Environmental Management Systems
ISO 45001:2018	:	Occupational Health and Safety Management Systems
ISO 17024:2012	:	Conformity assessment — General requirements for bodies operating certification of persons
ISO 17025:2017	:	General requirements for the competence of testing and calibration laboratories
ISO 17065:2012	:	Conformity assessment — Requirements for bodies certifying products, processes, and services
IMS-GL-01	:	Examination Guidelines
IMS-GL-02	:	Invigilator's Guidelines
IMS-PR-05	:	Corrective Action Procedure
IMS-PR-10	:	Control of Customer Information Procedure

4. ABBREVIATIONS AND DEFINITIONS

Definitions for terms included in this Procedure are as follows (based on ISO 29993:2017& ISO/IEC 17000, 17024)

4.1 Applicant: person who has applied to be admitted into the certification process (3.1)

4.2 Assessment: gathering of data to determine the learning (3.9) outcomes of an individual learner (3.8) or group of learners

4.3 Competence: ability to apply knowledge and skills to achieve intended results

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4.4 Candidate: applicant (3.13) who has fulfilled specified prerequisites and has been admitted to the certification process (3.1)

4.5 Correction: action to eliminate a detected nonconformity

4.6 Corrective Action: action to eliminate the cause of a nonconformity to prevent occurrence

4.7 Evaluation: systematic gathering of information, including the results of assessment (3.1) and monitoring (3.14), in order to make decisions about possible adjustments to the learning service (3.12)

4.8 Examination: mechanism that is part of the assessment (3.8) which measures a candidate's (3.14) competence (3.6) by one or more means, such as written, oral, practical, and observational, as defined in the certification scheme (3.2)

4.9 Examiner: person competent to conduct and score an examination (3.9), where the examination requires professional judgement

4.10 Facilitator: person who works with learners (3.8) to assist them with learning (3.9)

Note 1 to entry: A facilitator (3.6) is also often referred to as a teacher, a trainer, a coach, a tutor or a mentor.

4.11 Invigilator: person authorized by the certification body who administers or supervises an examination (3.9), but does not evaluate the competence (3.6) of the candidate (3.14)

NOTE Other terms for invigilator are proctor, test administrator, supervisor

4.12 Personnel: individuals, internal or external, of the certification body carrying out activities for the certification body

NOTE These include committee members and volunteers.

4.13 Preventive Action: action to eliminate the cause of a nonconformity and to prevent recurrence.

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5. RESPONSIBILITIES:

- 5.1. All area managers/supervisors are responsible for maintaining security within their areas of responsibility.
- 5.2 The network administrator/IT Function is responsible for assigning and maintaining access to all computers and company web site and network.
- 5.3 The QHSE Manager is responsible for auditing the security process in accordance with a predetermined schedule

6. PROCEDURE:

6.1 General

Effective security measures are implemented and maintained throughout the entire certification process. See also Control of Customer Information Procedure (**IMS-PR-10**).

6.2 Examination Process Security

- 6.2.1 Security measures include provisions to ensure the security of examination materials and process.
- 6.2.2 Storage of data and documents, as well as access authorization is defined in the applicable documents. Each staff member, as well as subcontractors must follow these instructions and sign a confidentiality agreement.
- 6.2.3 The nature of the exam and/or materials is considered when developing and applying security measures (i.e., electronic, paper, test equipment, etc.)
- 6.2.4 Security of examination materials and confidentiality of candidate data is applied to all steps of the examination processes. (i.e., development, administration, reporting of results,)
- 6.2.5 Risks that could arise in case of repeated application of examination materials are identified and controlled proportionately.
- 6.2.6 The Technical Manager assesses the process on a regular base and supports the organization in compliance with all requirements.
- 6.2.7 The company carried out a list of information and they are stored properly to maintain secrecy, as given below:

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- **Unclassified:** Kept in cupboards in the office.
- **Confidential:** Kept in the examination area only.
- **Strictly Confidential:** Kept in cupboard with lock and key.

6.2.8 Above care is taken to maintain security in the day-to-day work.

6.2.9 The dedicated testing room is monitored by CCTV cameras and shall be monitored by the assigned invigilator and IT Specialist during the actual exam.

6.2.10 Video footages from the CCTV cameras are recorded with 30 days average retention. In case of exam malpractice allegation, the specific raw footage(s) shall be retrieved from the remote storage site to an independent storage to serve as evidence for further verification and/or investigation process.

6.3 Fraud Prevention

In order to prevent fraud, GCCLAB Certification Body takes the following precautions:

- all candidates are required to sign a non-disclosure agreement that states they will not release confidential examination materials or participate in fraudulent test-taking practices;
- the presence of an adequate number of invigilator and/or examiner is required;
- the identification of candidates is verified;
- the presence of unauthorized aids in the examination area is prevented
- access to unauthorized aids during the examination is denied
- examination results are monitored for indications of cheating and other situations that may constitute as exam malpractice

6.4 Corrective Actions

In the event a security breach should occur, GCCLAB Certification Body has developed and maintains a Corrective Action Procedure (**IMS-PR-05**).