

## IC&RC CBT Frequently Asked Questions

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## **Who Is The Testing Company?**

Since 2007, IC&RC has relied on Schroeder Measurement Technologies (SMT) to administer its credential examinations. SMT offers a full range of test administration services, including computer-based testing, web-based testing, paper & pencil testing, candidate processing, recertification tracking and other related services. SMT administers 100,000 examinations each year in over 40 professional categories.

Computer-based testing is administered through a division of SMT called ISO-Quality Testing, Inc. (IQT), which provides secure, user-friendly, high-quality, reasonably-priced computerized examination delivery services to credentialing bodies at secure and monitored locations around the world.

You can find out more information at their websites: [www.smttest.com](http://www.smttest.com) and [isoqualitytesting.com](http://isoqualitytesting.com)

## **What Exams Are Available in CBT? Are There Still Paper & Pencil Versions?**

All IC&RC exams are available in both paper & pencil and CBT forms. Each Member Board can select which examinations to offer in which forms. Please note, that all Member Boards must transition to CBT testing only by **May of 2017**.

## **What Are the Fees Charged To Member Boards for CBT?**

ADC, PS, CCDP, AADC: \$115 per candidate

CS, CCJP: \$125.00

PR (Peer Recovery): \$85 per candidate

Cancellation/Reschedule Fee: \$25 per candidate

No Show/Late Cancellation: \$115 per candidate

## **Are There Testing Cycles with CB Testing?**

Just as each IC&RC Member Board can determine whether to use paper & pencil exams or CBT, each board also has discretion over its own CBT cycles. CBT is available on-demand and the convenience and accessibility is preferred by candidates. However, boards may still use the cycle-system for CBT. Otherwise, candidates can test at their convenience.

## **Are All Exams Available at All IQT Sites?**

All IC&RC exams are available at IQT testing centers offering IC&RC examinations worldwide. Applicants from any jurisdiction are able to access any IQT site that administers IC&RC examinations. Once approved by an IC&RC board, candidates will be able to test in whatever location is most convenient to them.

*For example:* Dwayne lives in Gettysburg, Pennsylvania and has been approved to test. He can choose to test in Harrisburg, Pennsylvania or Frederick, Maryland – both a 45-minute drive away –

selecting the testing time and date that best suits his schedule.

Please note, not all IQT testing centers offer all examinations for IQT. Some testing centers are client specific and only test for one of IQT's clients. Candidates will not be able to take examinations at these testing centers.

### **Do Member Boards Need to Contact Testing Sites to Verify Their Availability for Testing Dates?**

No, SMT will ensure there are sufficient seats and times for candidates before they register for their exam based on the testing center's availability. The only way to know a testing center's availability is to call IQT directly. IQT can be reached at this number: (866) 773-1114 (toll free).

### **How can I find a list of IQT testing centers?**

All IQT testing centers can be found on the IQT website <http://isoqualitytesting.com/>.

### **Can an Individual Take the IC&RC Exam Without Approval from a Member Board?**

No, a candidate must be pre-registered by his or her local Member Board in order to sit for an IC&RC exam.

### **How Do I Pre-register Candidates?**

Step by step instructions for CBT pre-registration can be found on the Members Only portion of the IC&RC website.

If a board chooses to continue testing in cycles, be sure the correct administration dates are entered during pre-registration.

After pre-registration is completed, IQT will email the candidates directly with information on how to register for the exam. Registration Steps can be found on the Members Only portion of the IC&RC website under organizational documents.

Candidates will be instructed on choosing the day, time and location and will be able to print their Admission Letter once they successfully register. The Admission Document will give them all the information they need to know for their day of testing. A step by step screen shot of the registration process and a sample Admission Letter can be found on the Members Only portion of the IC&RC website organizational documents.

### **How Do I Update a Candidate's Information on the SMT Client Portal?**

A candidate's record can be updated through the SMT client portal using the steps below:

1. Log into the client portal
2. Click on "Services"
3. Click on the green button next to "Candidate Processing System"
4. Search for the candidate's record that needs to be changed
5. To make edits, click on the pencil next to the candidate's name

6. Make the needed changes and click the green check mark in the upper right hand corner
7. The candidate will automatically receive an email with the updated information if you leave the box saying "send emails" on the right hand side checked.

More detailed instruction with step by step screen shots can be found on the Members Only portion of the IC&RC website.

### **How Do I Re-Send a Pre-registration Email or Admissions Document?**

1. Log into the client portal
2. Click on "Services"
3. Click on the green button next to "Candidate Processing System"
4. Search for the candidate's record that needs to be changed
5. Select the Tab that says "Email History"
6. In this section, you will see all the emails that have been sent to the candidate. To resend an email, click the check box next to the email. If you would like a copy of the email, put your email address in the box at the top of the screen that says "Email CC"

Emails can also be resent through the "Pre-Registered but Not Scheduled" and "Scheduled Candidate" reports under the report section of the client portal.

More detailed instruction with step by step screen shots can be found on the Members Only portion of the IC&RC website.

### **How Can I Delete a Preregistration Record?**

1. Log into the client portal
2. Click on "Services"
3. Click on the green button next to "Candidate Processing System"
4. Search for the candidate's record that needs to be changed
5. Select the tab that says "Exam Activity"
6. Locate the candidate's record under the "Preregistration Exam" section
7. Confirm that you want to cancel the preregistration
8. A screen will pop up confirming the cancellation

More detailed instruction with step by step screen shots can be found on the Members Only portion of the IC&RC website, under Organizational Documents, Testing information and Candidate Processing System

### **How do I Coordinate Special Accommodations for Candidates?**

All special accommodations must be approved by the certifying board with proper documentation. Boards should then pre-register candidates needing special accommodations but ask them **NOT** to register for the exam.

Special accommodation requests should then be sent to the IC&RC office, in writing, at least 30 days

prior to the candidate's requested testing date. IC&RC and IQT will then work with the candidate to select a date time and location for his/her exam with the requested accommodations.

Boards can use the special accommodations forms found on the Members Only portion of the website under organizational documents; however, they are not required. Boards may customize the forms to meet their specific needs if desired.

Submitted documentation must follow ADA guidelines in that psychological or psychiatric evaluations must have been conducted within the last **three years**. All medical/physical conditions require documentation of the treating physician's examination conducted within the previous **three months**.

Please note, some special accommodations may result in extra fees to your board. IC&RC and IQT will make the best effort possible to confirm these costs with the board prior to scheduling the candidate. Fees varies based on the accommodation request and testing center.

### **How Soon Can an Applicant Test after Pre-registration Is Complete?**

The main determinant of how soon a candidate can schedule an examination date is availability at testing sites. If a board has a candidate that wants to test immediately after registration and cannot find an appointment, have the candidate contact IQT directly for scheduling assistance. IQT's toll free number is (866) 773-1114.

### **What does the CBT exam look like?**

A sample of SMT's CBT format can be found at this link:

<https://www.iqttesting.com/Default.aspx?Function=SampleExam&Exam=8>. The link is also available on the Members Only portion of the website and for the on the testing pages of IC&RC's website.

### **How do Candidates Cancel/Reschedule Their CBT Exam?**

Candidates are required to cancel or reschedule their examinations through IQT's website. Complete instructions for candidates can be found below. This information is found in the candidate's Admission's Document and all IC&RC Candidate Guides.

CBT exams can only be cancelled or rescheduled **5 days or more PRIOR** to your scheduled examination date. Cancelling or rescheduling an exam is done directly through IQT's website at [www.iqttesting.com](http://www.iqttesting.com).

Complete instructions for cancelling or rescheduling an examination are listed below. For technical assistance, please contact IQT at (866) 773-1114 (toll free).

1. Visit [www.iqttesting.com](http://www.iqttesting.com).
2. Select "**Exam Registration.**"
3. Log in using the username and password provided to you in your pre-registration

email. If you forgot your password, click the “forgot password” link and it will be emailed to you.

4. Select “**IC&RC**” from the organization dropdown menu and click the “**Next**” button.
5. To reschedule an exam, click “**edit**.” This will cancel your current exam date and prompt you to immediately select a new date.
6. To cancel an exam, click “**cancel**.” Once your exam is cancelled, you can log on to [www.iqttesting.com](http://www.iqttesting.com) at a later date to select a new examination date. Please note, your designated testing window to take the exam will remain the same.
7. An email confirmation will be automatically sent to you when you cancel or reschedule your examination.

**You will be required to pay a rescheduling or cancellation fee to IQT before you are able to reschedule or cancel your exam. Acceptable forms of payment are Visa, Master Card or American Express.**

You are **unable** to reschedule or cancel an examination **less than 5 days PRIOR** to your scheduled examination. Exceptions are made only for the following four reasons: jury duty, death in immediate family within **14 calendar days** of the examination date, illness or medical complication within **14 calendar days** prior to the examination date **OR** the scheduled examination date, and military deployment.

If one of these four reasons prevents you from testing, you must contact IQT directly and provide sufficient documentation of the event that has occurred. Documentation must be submitted to IQT within **14 calendar days** of your missed examination. There will be no additional fee incurred under these circumstances. IQT can be reached toll free at +1-866-773-1114.

If you fail to show up for your examination at the scheduled time, do not have the proper identification, or your Candidate Admission Letter, you will not be permitted to sit for your exam. You will be considered a “No-Show”, your examination fees will be forfeited, and you will be required to re-register and pay all fees to your IC&RC Member Board prior to sitting for the exam. Candidates who miss their scheduled examinations must reschedule with their IC&RC Member Board.

### **What if Bad Weather Prevents a Candidate from Making It to His or Her Testing Appointment?**

IQT has always taken a proactive approach when monitoring bad weather. They watch the progress of storms and keep in constant contact with their testing centers. If any testing center closes, IQT will inform the IC&RC office and IC&RC will inform the appropriate board as soon as possible. However, it is recommended that candidates contact ISO Quality Testing (IQT) directly at (866) 773-1114 to confirm their testing center is still open. If a testing center closes due to weather, IQT will work with any candidates that need to reschedule their exams, free of charge.

If a candidate is unable to make a testing appointment due to bad weather but the testing center does not close, have the candidate contact IQT directly at (866) 773-1114. IQT will confirm that there has been bad weather in the area and reschedule the exam *if appropriate*, free of charge. IQT will inform the IC&RC office of any rescheduled candidates and IC&RC will inform the appropriate board.

## **What Information Does a Candidate Need on Testing Day?**

Candidates will be required to show a current and valid government-issued photo ID and their Admission Document. A sample admission document can be found on the Members Only portion of the IC&RC website under organizational documents.

Approved forms for ID include: Drivers License, Government Issued ID Card (must have photo and signature), Passport, Military ID Card. No other forms of identification will be accepted.

After the candidate completes the exam, they will receive preliminary scores. The preliminary scores will clearly state that scores are not official until they are sent out by their local IC&RC Member Board. Official scores will be on the SMT Portal approximately 48 hours after a candidate tests.

## **What If a Candidate Is Late for a Testing Appointment?**

Candidates are required to arrive at least 10 minutes prior to their scheduled appointment. Candidates who arrive late will not be permitted to test and will not be refunded their testing fees. Boards will be charged a \$115.00 USD Late/No Show fee in lieu of a fee for the exam.

## **Appeals, Examination Grievances, Test Disclosure, and Retakes**

### **Appeals:**

All examination scores are final. Examination scores cannot be appealed. Candidates may request a second verification of their examination score within 30 calendar days of taking their exam. To initiate this process, candidates should complete the Hand Score Request Form found on IC&RC's website.

IC&RC's testing company will hand score the examination against the master key and send the results directly to candidates. There is a fee for this service.

### **Examination Grievances:**

Candidates who believe an unusual event or condition related to the administration of their examination caused a significant adverse effect on their performance during their examination may submit a grievance regarding the exam administration to IC&RC for investigation.

Grievances must be submitted to IC&RC within **14 calendar days** of the examination. Grievance statements must be submitted in writing, dated, and signed. Grievance statements must be accompanied by the **IC&RC Exam Administration Grievance Form** found on IC&RC's website.

Information to include in the grievance statement should include, but is not limited to:

- Title of exam
- Examination date
- Name and location of testing center
- Name of proctor on duty (if known)
- Detailed explanation of the situation
- Impact the situation had on exam performance

IC&RC will then investigate the specifics of the testing situation. When warranted, candidates will be offered a free retake. An exam grievance will not challenge the design or content of an examination nor overturn a failing score. There is a fee for this service. Candidates that are offered free retakes will be refunded their grievance fee.



### **Test Disclosure:**

Candidates should be aware that IC&RC exam security and item banking procedures do not permit candidates access to exam questions, answer keys, or other secure materials related to the examination. Candidates that have questions or comments about a specific examination question should request a **Comment Form** from their examination proctor during a paper and pencil exam or click the **Comment On This Question** button for CBT exams. Candidate comments will be reviewed by IC&RC for consideration. Candidates will not be contacted regarding their comments.

### **Retakes:**

Candidates interested in retaking an exam must wait 60 days after their original exam. To schedule a retake, candidates should contact their local IC&RC Member Board. The mandatory **60 day** waiting period cannot be waived under any circumstances.

### **How Are Score Letters Accessed From The Portal?**

1. Go to <http://www.smttest.com/clientportal>. Login and click on *ICRC Quarterly Reports*.
2. Select *ICRC Score Letters* from the drop down menu.
3. Enter the desired date range and click *Generate* in the upper left hand corner.
4. To export/print letters, select either of the icons below the date range:
  - a. The  image is the export button that allows boards to save a copy of the letters or convert them to a variety of formats.
  - b. The  image is the print button. Another window will automatically open.
  - c. *Be sure your pop-up blocker is turned off or you may not be able to export or print the letters.*

### **How Do I know When a Candidate's Score Is Posted on the Client Portal?**

CBT scores can generally be found on the SMT client portal 48 hours after the candidate's exam is completed. Boards can request an automatically generated email to be sent directly to them from IQT every time a score is posted. Please let the IC&RC office know of your request and what email address the report should be sent to.

### **I Cannot Locate a Candidate's Test Scores on the Client Portal, What Do I Do?**

If a candidate's information cannot be located on the SMT client portal contact the IC&RC office. It is possible that the candidate's information may have been keyed under an incorrect board. IC&RC will be able to locate the candidate's information and have it moved to the appropriate



board.