

ALLIANCE OF  
CANADIAN BUILDING  
OFFICIALS'  
ASSOCIATIONS

EXAM REFERENCE GUIDE

## ACBOA MEMBER – EXAM ADMINISTRATION



**August 3, 2023**

**Hello ACBOA Member,**

**We have developed the following resource to support you in the use of ACBOA's Examination program.**

**Please note that there are action items herein that we request you complete within a 3-month timeframe. Action items are identified as **ACTION** for ease of reference. Many of these you will already have in place – we have simply formalized the process.**

**We appreciate your feedback on the content and look forward to continuing to work with you!**

**Best regards,**

**Chris Gates**

**Acting Registrar**

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# ACBOA MEMBER – EXAM ADMINISTRATION

## FAQ'S: BEFORE USING THE ACBOA EXAM PLATFORM

### Q: Who are key people in ACBOA's Exam Administration?

- **Student** = student writing exam
- The Provincial Exam Administrator (**PEA**) = Provincial representative / designate
- The **ACBOA** Exam Platform Administrator (EPA) = Sally / ACBOA Executive Administrator

### Q: Who is my primary contact at ACBOA for exam-related questions?

Your primary contact at ACBOA is **Sally Akroyd Bombino**, ACBOA's Executive Administrator. Sally may be reached at Email: [acboa.execadmin@acboa.ca](mailto:acboa.execadmin@acboa.ca) or Tel. (519) 731 3466.

### Q: What is the role of ACBOA's Registrar?

ACBOA Registrar responsibilities include:

- Overseeing the administration of student records, including grades and payment status
- Overseeing the exam registration, payment, and writing process
- Overseeing the process to communicate exam results with students

### Q: What does the Provincial Exam Administrator need to know?

An agreement as been established between ACBOA and your Provincial Association with regards to the use of ACBOA's exam program.

You are the liaison between ACBOA and your Provincial Association regarding ACBOA's exam program.

## Exam portal / registration

A **portal on your Provincial Association website** is established (by ACBOA) for students to register for exams and to remit credit card payment of exam fees (to ACBOA), through payment system (Moneris).

The **Provincial Association website** should indicate the Building Official / Building Inspector designations available in your province, how to achieve these, and how the conditions can be met by successful completion of exams and other necessary prerequisites, along with a listing of exams available via your Provincial Association portal. **ACTION:** Please ensure this information is in place on your website.

You will be provided with access to ACBOA's exam portal in order to manage exam registrations.



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### Q: How do I access ACBOA's exam portal?

The provincial association will designate an administrator who will have access to [ACBOA's Exam Portal](#) . The provincial administrator will be provided with a login and password.

### Q: What information do I need to access ACBOA's exam portal?

The provincial administrator will be able to view the data for their province's exam registrations and can modify the student exam date or location > 7 days out and print certificates upon successful completion.

**Students who register for an exam** will receive a payment receipt immediately by email, and will be in contact with you to establish details such as location, date, time etc.

### Exam user code

An **exam user code** will be sent to the student 7 days prior to an exam. The student requires the exam code in order to write the exam.

Once the exam user code is generated, it is valid for 30 days from the originally scheduled exam date. If a student missed the originally scheduled exam date, the student has 30 days to sign in their code and write the exam. This is subject to communicating with you, and the necessary location, proctor arrangements, and applicable proctor code being in place, and payment of any additional fees (due to the missed exam).

### You will be communicating with students regarding exams.

**ACTION:** We request that your provincial association has communication protocols in place, and that you forward a copy of this protocol to ACBOA. Please inform us of any updates to your Communication Protocol. Your Communication Protocol should include details such as:

*What students can expect regarding communications pertaining to:*

- *Exam registration*
- *Payment receipt*
- *Exam date and time*
- *Exam location*
- *Exam change / cancellation requests*
- *Student access code*
- *Exam results (grade + certificate if applicable)*
- *For additional information please contact: \_\_\_\_\_*

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### **You will inform students of your exam writing policy and procedure.**

**ACTION:** We request that your provincial association has exam writing policy / procedure in place, and that you forward a copy of this policy / procedure to ACBOA. Please inform us of any updates to your EXAM WRITING Policy/ Procedure. Your **Exam-Writing Policy and Procedure** should include such details such:

- *How to register for an exam*
- *When to register for an exam*
- *How to arrange for an exam location / date / time*
- *Exam change / cancellation request policy*
- *How to arrange for a proctor*
- *Proctor fee (and how to pay)*
- *Exam Duration*
- *Internet use policy*
- *Open Book policy*
- *Cell phone policy*
- *Talking during exam policy*
- *Permitted materials on desk during exam policy*
- *Bathroom use policy during exam*
- *For additional information please contact: \_\_\_\_\_*

### **You will arrange for a proctor, as applicable.**

**ACTION:** We request that your provincial association has a **policy in place regarding exam proctors**, and that you forward a copy of this policy to ACBOA. Please inform us of any updates to this policy. You will provide the proctor with a code for an exam they are supporting and the proctor will be required to input this code as part of the student's exam writing process.

Your **Exam-Proctor Policy and Procedure** should include communication that will take place with a Proctor and include details such as:

- *Student Name*
- *Exam date and time*
- *Exam location*
- *Proctor fee*
- *Proctor code*
- *Exam change / cancellation policy*
- *Exam Duration*
- *Internet use policy*
- *Open Book policy*
- *Cell phone policy*

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- *Talking during exam policy*
- *Permitted materials on desk during exam*
- *Bathroom use policy during exam*
- *Exam results (grade + certificate if applicable)*
- *For additional information please contact: \_\_\_\_\_*

### **You will manage accommodation requests.**

**ACTION:** We request that your provincial association has a **policy in place for managing accommodation requests**, and that you forward a copy of this policy to ACBOA. Please inform us of any updates to this policy.

### **Exam results**

**Exam results** are immediate and are sent via email to the student and designated provincial administrator. A **certificate** is forwarded to the student via email, upon successful completion of an exam.



PLEASE DIRECT INQUIRIES TO THE ACBOA OFFICE  
TEL. (519) 731-3466 or [acboa.execadmin@acboa.ca](mailto:acboa.execadmin@acboa.ca)

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### FAQ'S: USING THE ACBOA EXAM PLATFORM

#### REQUEST FOR EXAM FEEDBACK:

**Q:** Can a student who requests information on the questions that they answered incorrectly on an exam be provided with this information so that they can focus study for their exam re-write?

**A:** ACBOA is unable to provide feedback on exam questions for the purposes of exam result feedback or appeal. The integrity of the ACBOA examination process cannot be compromised by releasing content of an exam. ACBOA suggests the student prepares for and rewrites the exam to achieve a passing grade.

#### REQUEST for EXAM CHANGE / CANCELLATION:

**Q:** Can a PEA change an exam date or location, cancel an exam, or change which exam a student is registered to write?

**A:** Yes. With the following conditions:

- A. Your Provincial Association's exam registration policy may disallow changes after a certain date (as outlined in *Exam-Writing Policy and Procedure* Page 2 above). Please view your policy.
- B. If the change request is for an exam date or location and received > 7 days prior to the exam date (before the exam user code is issued), the PEA does have the ability to make the change. The student would place the request with the PEA, and the PEA would respond accordingly to the student.
- C. **Other change or cancellation requests (received by ACBOA after the exam user code has been issued) will incur a \$50 fee:**
  - The PEA would email ACBOA to request / initiate the change or cancellation.
  - ACBOA will contact OBOA / Captus as applicable to process the exam date change, exam cancellation, or exam change request.
  - ACBOA will initiate the refund request with ACBOA's Bookkeeper as applicable.
  - ACBOA will communicate with the PEA accordingly.
  - The student should re-enroll in a future exam, as applicable.
  - Approved change / cancellation requests will be refunded to the student's credit card within a one-month timeframe (less the \$50 administrative fee).
  - The \$50 change / cancellation fee reflects the costs incurred by ACBOA to process the refund / cancellation request (2 credit card fees, plus services of ACBOA's EPA, (Acting) Registrar, Bookkeeper, and Treasurer), and is subject to ACBOA's discretion.



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- D. **ACTION:** We request that your provincial association has a *policy in place for managing exam change, cancellation, and refund requests*, and that you forward a copy of this policy to ACBOA. Your Provincial Association's Exam Change, Cancellation, and Refund Policy should be clearly communicated with students, and posted on your website and webpages where students register for exams. Please inform us of any updates to this policy.

### REQUEST FOR APPEAL of EXAM QUESTION(S):

**Q:** Can a student initiate an appeal of their completed exam due to concern the question(s) was invalid or misleading, contained incorrect language, or did not align with the syllabus?

**A:** Yes, with the following conditions:

- The student would initiate the request with the PEA, who would inform ACBOA.
- A \$50 fee must be paid to initiate an appeal. ACBOA will provide an invoice for the student to pay.
- ACBOA will have discretion in applying the \$50 fee and from time to time may reduce or waive this, as appropriate. Subject to review and approval by ACBOA's (Acting) Registrar.
- ACBOA acquires the exam content in question and requests a review and decision by subject matter expert(s) that may include the Exam Technical Lead and an Educational / Technical Committee at the Provincial level.
- Once the review is completed, ACBOA responds to the PEA.
- The PEA informs the student.

### RESPONDING to EXAM QUESTION ERRORS:

**Q:** If a student notes minor error(s), such as typos, incorrect grammar, etc. in an exam, can they inform us of the minor error(s)?

**A:** Yes. The PEA would inform ACBOA. We are most appreciative!!

### REQUEST for UPDATE to PROVINCIAL ASSOCIATION EXAM PORTAL:

**Q:** Can an update be made to a Provincial Association's exam portal due to a change?

**A:** Yes.

- i. If the change is exam fee, writing location, or other (simple / similar change), the change request would be communicated by the PEA to ACBOA, who would make the update in the exam portal.
- ii. If the change request is due to a code update (or similar), the change request would be communicated by the PEA to ACBOA, who in turn would communicate with the Exam Technical Lead. The Exam Technical Lead would review the request, and in

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- collaboration with the applicable provincial subject matter expert(s), update the current exam in the exam portal.
- iii. If the change request is due to an additional exam being offered, this would involve a collaboration of Exam Technical Lead, subject matter expert(s), and an Educational / Technical Committee at the Provincial level who would develop the exam. Once a new exam is developed, ACBOA's EPA can add the exam to the appropriate provincial exam portal and set the applicable exam fee.

### **Royalty fees paid by Provincial Association to ACBOA**

The **Provincial Association** pays **Royalties to ACBOA for exams written** by its students under the ACBOA exam program. A Royalty fee (\$125/per student/per exam) is paid. The \$125 is deducted from the exam registration fee. A current exam registration fee of \$225 less the \$125 Royalty = \$100, which is paid / forwarded to the Provincial Association.

The Provincial Association must **maintain accurate exam records** in order to confirm accurate Royalty payments.

### **Compensation paid by ACBOA to Provincial Association**

**ACTION:** The Provincial Association should invoice ACBOA for the \$100/per student/per exam, calculated effective Dec. 31<sup>st</sup>, on an annual basis. ACBOA will confirm the invoiced amounts match ACBOA records and will compensate / forward the amount (\$100/per student/per exam) to the Provincial Association.



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