



AEO Manual

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Introduction

Thank you for choosing to order exams through EXIN. To date, EXIN has advanced the careers of professionals in more than 165 countries on six continents. We combine a worldwide network of physical examination locations with advanced digital and online exam environments to provide the best certification and examination services to our customers.

This manual contains all the regulations needed for organizing EXIN examination sessions by Accredited Exam Organizations (AEOs).

1. Role of the accredited Exam Organization

An Accredited Exam Organization (AEO) can order exam sessions, register candidates and add exam locations for these sessions. An AEO must accredit employees to handle this process (see 2.4). Exam sessions are proctored by an Accredited Supervisor who must be registered. Please refer to the Accreditation Manual for more information about becoming an AEO.

2. Organizing exam sessions

2.1. General information and procedures

To provide our customers with flexible service, there are several options in the exam procedure.

Exam types:

Written exams may consist of multiple-choice questions, essay questions, or a combination of both. Which format a particular exam has can be found in the related Preparation Guide. This document can be found via Downloads in your Partner Portal (<https://mylogin.exin.nl/>).

Ordering & Registering candidates:

Ordering and registering of candidates must be done in MyLogin.

Receipt of exam package:

Our customers receive the exam package by email as attached PDF.

Exam session:

As an AEO you can offer your candidates either a web-based or a paper-based exam.

The following rules apply to organizing all exam sessions:

- When adding candidates to an exam session, the AEO must verify if candidates meet the specified requirements and may only register candidates for an exam who meet the specified requirements. The requirements that apply to each exam can be found in the Preparation Guide of the related course.
- To safeguard the quality and integrity of our exams, an Accredited Supervisor must supervise the exam session. This means that for each session the AEO must arrange an Accredited Supervisor. The Accreditation and Supervisor Guides can be found via Downloads in your Partner Portal (<https://mylogin.exin.nl/>).
- When adding candidates to an exam session, the AEO cannot register more than 25 candidates. If you organize a session for more than 25 candidates, an additional exam session will need to be booked and supervised by an extra supervisor.
- If an exam session is not scheduled on the same day as the exam materials have been received, the exam materials must be placed in a safe or locked cabinet. The locked cabinet or safe will be accessible only to Accredited Employees (Order Person) and/or Accredited Supervisors. Exam materials may only be downloaded and printed by an Accredited Employee who has signed a Non-Disclosure Agreement and is accredited by EXIN.

- When downloading and printing exam materials the Accredited Employee must be provided with appropriate equipment in a secure environment. A secure environment means that during the download and print process only the Accredited Employee has access both to the computer and printer used and to the printed and downloaded materials. Exam materials are never to be left alone.
- Directly after the exam session all exam materials (e.g. Attendance List, exam questions, appendix/case studies and answer forms) should be collected.
The exam questions, appendix/case studies and **unused** answer forms should immediately be shredded.
- Within 24 hours after an exam session has ended, these documents must be sent to EXIN digitally:
 - Paper-based exam sessions: The Attendance List and all answer forms.
 - Web-based exam sessions: Only the completed Attendance List.
 The documents need to be scanned and sent per email to attendancelist@exin.com or sent as photos via our [Marking on the Spot App](#).
A Digital Attendance List is also made available.
- After sending in the documents, the digital versions of the documents (scans) need to be deleted immediately.
- The Attendance List and the **used** answer forms must be stored securely for 4 months after sending them to EXIN. After the 4-month period, these documents need to be shredded.
- For all shredding activities, an entry should be made in a [shredding log](#). A shredding log needs to contain the following information:
 - Name of the document owner, version number and date
 - Exam session number
 - Exam session date
 - Type of documents Shredded
 - Number of documents Shredded
 - Shredding date
 - Shredding location
 - Shredding method
 - Name of the person who Shredded the documents
 - Missing documents and measures taken
- The AEO shall appoint an official owner within its organization who is responsible of keeping this log up to date. Notwithstanding other audit rights on basis of the Accreditation Agreement, EXIN has the right to check the log any time on location or to require a copy of the log.
- On all EXIN exams, the Rules and Regulations for EXIN's Examinations are applicable. These Rules and Regulations can be downloaded via www.exin.com.
- Any incident involving accidental or deliberate disclosure and/or loss of information regarding examinations (e.g. exam questions, candidate's details) shall be reported to EXIN within 24 hours via an email to support@exin.com. The incident shall be investigated and if necessarily followed up.

2.2. Ordering exam sessions

In MyLogin you can order exam sessions, register candidates, assign exam locations and supervisors and finalize exam sessions. For more information on how to order exams using MyLogin, please refer to the Order Manual.

2.3. Ordering exam vouchers

EXIN provides online examination services to candidates via EXIN Anywhere. The proctored exam services are video-recorded or live via a webcam.

For this service, EXIN has introduced EXIN Exam Vouchers which can be purchased by EXIN partners and used by candidates to register for an exam. EXIN Exam Vouchers are subject to [EXIN's Candidate Voucher Conditions](#).

EXIN Exam Vouchers are issued for a particular exam of EXIN Anywhere Exams Online as specified by EXIN and can only be redeemed once. EXIN Exam Vouchers are valid for one year from the purchase date or otherwise as indicated by EXIN.

The portfolio of EXIN Exam Vouchers available may vary and is to the full discretion of EXIN. In MyLogin, information about exams available to the Organization, current prices at the time as well as possible further requirements or instructions can be found. Unless otherwise agreed in writing, payment of EXIN Exam Vouchers must be made by prepayment.

In case EXIN withdraws a particular exam voucher before the validity period of an unused EXIN Exam Voucher has expired, the Organization may return EXIN Exam Voucher to EXIN against refund of the price paid; the EXIN Exam Voucher must be returned no later than 14 days after the expiration date of the EXIN Exam Voucher in question. In all other cases (including expiration without use, theft, loss, misuse by third parties or damage) EXIN Exam Vouchers will not be restituted or exchanged for money.

In case of reasonable suspicion of misuse of EXIN Exam Vouchers EXIN may invalidate vouchers already issued and the Organization shall give full cooperation to EXIN in investigations.

2.4. Responsibilities within the exam process

General

In order to safely and correctly organize exam sessions, the AEO has to accredit one or more employees as Accredited Order Person. An exam session must be supervised by an Accredited Supervisor. Together they are responsible for correct and safe execution of the exam process. None of the accredited persons are allowed to share the contents of the exam materials with others. This is considered fraudulent behavior and may lead to candidates' disqualification and/or withdrawal of the AEO accreditation and/or legal action against the AEO.

Please refer to the Accreditation Guide for the accreditation requirements of Accredited Order Persons and Accredited Supervisors.

Description of roles:

There are four roles that must be fulfilled in each EXIN exam session. To fulfill these roles an NDA for Individuals needs to be signed.

Order Contact person: The Order Contact person acts as the representative of the AEO and will be contacted with news about the session.

Exam Recipient: The Exam Recipient will receive the required exam documents for the session provided by EXIN.

Supervisor: Every exam session has to be supervised by a Supervisor.

EXIN expects that supervisors are trained for their role: being a host to the exam delegates and a supervisor of an exam session. EXIN has created several resources: an animation video and an elaborate Supervisor Guide. It's strongly advised that an AEO uses these resources.

Result Recipient: This will be the person who will receive a Result List for the session.

Per exam session, there are also two optional roles that can be assigned:

Extra Result Recipient: This person will also receive the Result List.

Trainer: Per exam session it is optional to select the accredited trainer that provided the training. When trainers are registered per exam session, you can use your reporting tool to view the results per trainer.

2.5. Reception of exam materials

In case of a web-based exam, the Exam Recipient of the AEO will receive an email with a link. Via this link the Attendance List and personal exam documents can be downloaded and printed.

The online exams can be accessed by the candidates online through QuestionMark after the candidates have confirmed their personal details.

If applicable the appendix and/or case study belonging to the exam can also be accessed by the candidates through QuestionMark. The Exam Recipient can print the appendix/case study for convenience.

In case of a paper-based exam, the AEO will receive an e-mail with a link to the PDF file. Via this link the exams, answer forms, Attendance List, case studies/appendixes (if applicable) and personal exam documents can be downloaded and printed.

In case of examinations with a case study, the AEO is required to send the case study to the candidates and the trainer so that the candidates can prepare for the exam at home and during the training. The same case study will be used during the exam session. To prevent the candidates from reading their notes made in the case study during the exam session, the candidates may not take the case study with them to the exam session.

2.6. Handling of special needs and requests for extra exam time

EXIN strives to accommodate the needs of candidates with a particular examination requirement, according to individual circumstances (e.g. handicap), ensuring such candidates are not disadvantaged in relation to other candidates. EXIN expects the AEO to accommodate where possible. EXIN is available for guidance for any specific situation.

EXIN allows candidates extra examination time in case the examination is not available in the candidates' native language or in case of individual circumstances (e.g. dyslexia). In this case, candidates are allowed extra time for the exam.

It is permitted to bring a translation dictionary in case the exam is not available in the candidate's native language (e.g. English-Polish). The dictionary should be checked for notes prior to the examination. An explanatory dictionary is not permitted (e.g. English-English).

2.7. Copyright

EXIN shall exclusively be entitled to any possible copyright and all possible other intellectual or industrial property rights as well as to similar rights with respect to the Goods and Services that were originally produced by EXIN and provided to the AEO.

2.8. Rules for review and Appeal Sessions

The AEO must offer the candidates the possibility to review the exam. The review is to take place no later than two (2) months after the date of the exam result notification. The review session will be supervised by an Accredited Supervisor and take place according to the EXIN rules and regulations. To arrange the review session and received the needed documents, please contact EXIN's support team.

During a review, the candidate can view the filled-out answers and the answer key, and fill in the appeal form if applicable.

A review session will maximally take as long as the original exam time. For the rules on how a review session should be supervised, please see the Supervisor Guide.

Contact EXIN


If you have any questions about this Manual, do not hesitate to contact the EXIN Support Team through support@exin.com or +31 30 234 4880.

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