

Upon completion of an approved or accredited basic security or investigator training course in Alberta, applicants must pass a provincially-administered final exam with a score of not less than 80% in order to qualify for licensing under the *Security Services and Investigators Act*.

1.0 GOVERNMENT EXAMS

The Ministry of Justice and Solicitor General (the Ministry) will oversee all provincial final exams for the following courses (see section 5.0 for exceptions):

- Alberta Basic Security Training Course
- Accredited Basic Security Training Courses
- Alberta Professional Investigator Training Course
- Accredited Investigator Training Courses

A Ministry proctor or certified proctor will attend the exam at the date, time and location agreed to. The proctor will be responsible for production and storage of exams as well as distributing and collecting the exams, monitoring the participants during the exam, marking the exams and providing the final grades to the Ministry.

Costs associated with securing the service of Ministry or certified proctors must be born by the Training Provider. Proctors may not be direct or contract employees of the training provider.

The Ministry will issue an official training certificate to successful examinees. Examinees must receive a grade of not less than 80% in order to pass.

Marked exams must be returned to the Ministry for storage and disposal. Marked final exams are the property of the Ministry and will be retained according to the Government of Alberta's Retention Schedule.

Proctors are responsible for the security of exams and exam marking keys in order to maintain the integrity of the examination process.

2.0 CHALLENGE AND REWRITE EXAMS

Challenge Exams:

Applicants with substantial work experience and/or an equivalent level of alternate training may request the opportunity to challenge the final exam. Requests must be made in writing to the Registrar at the address listed below. The applicant will be scheduled into the next available exam in their area. Send challenge exam request to:

Email: solgps.training@gov.ab.ca

Fax: 780-427-4670 (attention SSIA Training)

Training providers may be asked to accommodate challenge exam participants during a scheduled examination session (no more than two per session). Approved challenge exams participants must provide proof of approval in the form an email from the Ministry. Training providers may charge a fee for challenge exams.

Rewrite Exams:

Examinees who failed to pass the final exam may rewrite the exam as many times as necessary for up to two years from the commencement of their training course.

Examinees should contact their original Training Provider to make arrangements for a rewrite exam. In the event that the training provider is unable to schedule a rewrite exam within a reasonable period of time, the examinee may contact the Ministry to request assistance in scheduling a rewrite exam by emailing solgps.training@gov.ab.ca with the date of their original exam and the name of the Training Provider.

Training Providers may be asked to accommodate rewrite exam participants during a scheduled examination session (no more than two per session). Training providers will be contacted directly by the Ministry to arrange for rewrites. Training providers may charge a fee for rewrite exams.

Contingency for Exams:

In the event that a large number of requests for challenge exams are received or there is no examination session scheduled within a reasonable timeframe, the Registrar may schedule a special examination session to accommodate the requests. Date, time and location will be at the discretion of the Registrar.

3.0 TRAINING PROVIDER RESPONSIBILITIES

The training provider is responsible for requesting the exam proctor, supporting the exam proctor, providing the examination facility and submitting a list of exam participants to the Proctor and Ministry in advance of the exam.

To schedule examinations with certified proctors, contact the certified proctor directly to book their services, then:

1. Submit the Request to Schedule Examination Form to the Ministry at least 2 business days prior to the proposed exam date. When submitting Request Form the Certified Proctor must be copied on the submission. Email is recommended.
2. Complete and submit the SSIA Provincial Exam Reporting Sheet to the Proctor by email, and copy the Ministry, no less than 2 business days prior to the exam date. The proctor will need this document to record exam attendance and provide marks to the Ministry.

Note: these forms are used for the tracking of exams and grades.

To request a proctor that is employed by the Ministry:

1. Submit Request to Schedule Examination Form with fee to the Registrar at least 30 days prior to the proposed exam date. The Registrar will provide written confirmation by email that a proctor has been assigned and exam materials are being delivered to the proctor.

2. Complete and submit the SSIA Provincial Exam Reporting Sheet to the Ministry no less than 2 **business days** prior to the exam date. The proctor will need this document to record exam attendance and provide marks to the Ministry. The SSIA Provincial Exam Reporting Sheet will be forward to the proctor by the Ministry prior to the exam date.

Proctor Fees:

Certified Proctors:

The fee will be established by agreement between the Proctor and the Training Provider retaining the proctor. Proctors may not be direct or contract employees of the training provider.

Fees should include the cost of exam preparation (exam copying, time, etc.); administer the exam, marking the exam, travel time and any other associated costs. Training Providers may offset some the costs associated with exam preparation by providing access to photocopiers and other resources. See Schedule C for suggestions.

Ministry Proctors:

The fee is \$250.00 per assigned Ministry proctor.

Certified proctors must be approved by the Registrar at least 30 days in advance of the training provider's first scheduled exam. To certify a proctor, complete the Request to Certify a Proctor Form and fax (780-427-4670 attention SSIA Training) or email the form to solgps.training@gov.ab.ca. The Registrar will provide written confirmation to the training provider by email that the proctor has been approved. The Ministry will contact the proctor to provide information on the provincial examination process.

Transitional Process:

Proctors that were certified prior to February 1, 2015 will be required to sign a new Request to Certify Proctor Form (PS0009) showing that they agree to the terms and conditions required for the new proctor roles and responsibilities.

Rescheduling/Cancelling Exams:

In the event an exam session must be cancelled, the training provider is responsible for notifying the exam proctor and Ministry as soon as they are aware of the change.

In the event an exam session must be rescheduled the training provider must arrange a rescheduled exam time with the proctor and submit an amended Request to Schedule Exam form with updates to Part 2.

Examination Facilities:

The site used for an exam should:

- have adequate space for the number of participants in the exam session
- allow for space between students to minimize opportunities for cheating and talking
- be relatively quiet to allow examinees to focus
- provide adequate space for the proctor to move about the room during the exam session and allow examinees to depart without disrupting other exam writers.
- proctors may use two or more exams, alternating exam number for each examinee, in smaller environments

4.0 FINAL EXAM PROCTORS

Proctor's Role and Responsibilities:

- The proctor will be responsible for the creation, storage and tracking of exams in preparation for exam dates (See Schedule C for suggested options).
- The proctor will ensure the security of the exam packages prior to exam; an inventory system may be required (See Schedule C for suggested options).
- The proctor will distribute and collect all exams on the examination date.
- The proctor is responsible for maintaining the integrity of the examination process and will not share or distribute marking keys or other information that may influence a participant's ability to pass the exam.
- The proctor is authorized to expel any participants caught cheating or disrupting the examination. See section 6.0 of this document.
- The proctor will mark all exams and submit grades to the Ministry within 2 business days of the exam. The proctor is not obligated to mark the exams immediately following the examination and the grades are not final until issued by the Ministry.
- The proctor will return all marked exams to the Ministry within 14 business days for storage and destruction. A copy of the SSIA Provincial Exam Reporting Sheet with the name of the proctor must be included. Training providers may assist proctors by providing access to fax and mail/courier services.

Ministry and Certified Proctors:

An SSIA Investigator, Accreditation Analyst, or other Ministry employee may proctor the exam.

Process for Certification of Proctors:

More commonly training providers may use independent, certified proctors to administer and mark the provincial final exams. Proctors must be certified by the Ministry in advance of the first exam session. To certify a proctor, submit the Request to Certify a Proctor Form at least 30 days prior to the first scheduled exam date. Requests must include proof of qualifications and be faxed (780-427-4670 attention SSIA Training) or emailed to solgps.training@gov.ab.ca.

Certified proctors may include:

- testing centres
- recognized post-secondary schools (does not include vocational training schools)
- academics or teachers (active or retired)
- licensed professionals such as doctors, lawyers, accountants (CA, CGS, CMA), professional engineers (active or retired)
- police or peace officers (active or retired)
- Commissioners of Oaths
- other (contact the Training Assistant for more information)
Proctors cannot be an employee or contractor of the training provider.

Proctors are required to sign a confidentiality agreement to ensure the content of the exams does not become public at any time.

Organizations registered under the Post-Secondary Learning Act¹, or as approved by the Registrar, will be permitted to administer and mark the provincial final exam and provide the grades to the Ministry within 2 business days of the exam.

The Ministry will issue the official training certificates.

Designated markers:

If a proctor is able to administer the exam but not able to mark it, another certified proctor or individual approved by the Ministry may mark the exams on behalf of the proctor. Markers must also date and sign the bottom of the SSIA Provincial Exam Reporting Sheet prior to submitting to the Ministry.

Ceasing Proctor Duties:

If at any time a proctor wishes to cease proctoring and marking exams they must notify the Registrar in writing. At that time the proctor will be required to destroy (delete/shred) all electronic and physical copies of the SSIA Provincial Exams and SSIA Provincial Exam Answer Keys.

¹ Post secondary institution (non-vocational) exempt from certification. Institution must comply with most other requirements of the Provincial Examination Process.

5.0 SECURITY PROGRAMS DEPARTMENT RESPONSIBILITIES

Security Programs staff will review and approve all proctors and markers.

Security Programs staff will ensure that training providers sign licensing agreements and are provided with reference documents that will outline exam process and aid in the support of proctors throughout the exam process.

Security Programs staff will issue electronic copies of exams and marking keys to proctors as required.

Security Programs staff will prepare and issue official training certificates based on the grades provided by the proctor or designated marker. Training certificates will be mailed directly to the examinees unless other arrangements have been made with the training provider.

If an applicant fails to achieve a grade of 80% or higher, a letter will be issued to the applicant advising that they have failed the exam and providing information on the exam rewrite process.

A copy of the SSIA Provincial Exam Reporting Sheet, with final grades, will be emailed to the training provider by the Ministry and is the official record of grades. SSIA Provincial Exam Reporting Sheets received directly from the proctor are not considered official and cannot be used in the licence application process. A copy of the official SSIA Provincial Exam Reporting Sheet should be kept on file as part of the course records as per the training providers' licensing or accreditation agreements with the Ministry.

6.0 CHEATING ON A PROVINCIAL EXAM

The Ministry has a zero tolerance policy with regard to cheating. Any individual suspected of cheating is to be removed from the exam immediately and will not be permitted to complete the exam. See section 6.0 Schedule B: Proctor Roles and Responsibilities for reporting instructions.

As per section 9.6.1 of the SSIA Policy Manual, any individual caught cheating on a provincial examination will be ineligible for licensing under the *Security Services and Investigators Act*.

7.0 REQUEST FOR REVIEW OF GRADE

An applicant may request a review of their examination grade if they believe the grade is inappropriate or inaccurate. Requests for review must be made in writing within 30 days of being notified of the failing grade. The request must state the exam date, time, location and training provider. Only the examinee may submit a request for review.

Reviews will not be conducted for the purpose of providing feedback to aid in studying for future exams or where the examinee has achieved a minimum grade of 80%.

Submit requests for review to:

Registrar, SSIA
Alberta Justice and Solicitor General
9th Floor, 10365-97 Street
Edmonton, AB T5J 3W7
Email: solgps.training@gov.ab.ca
Fax: 780-427-4670