



**AMCA**

American Medical Certification Association

**Working Together to Develop Quality Allied  
Healthcare Professionals!**

## **Test Site & Proctor Handbook**

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# I. Test Site Policies and Procedures

## A. Test Site Requirements

AMCA certification exams are administered at testing facilities that have been approved by the AMCA. AMCA allows institutions and organizations to apply to become an approved test site and administer AMCA certification exams. To become an AMCA Approved Test Site, organizations must complete a Test Site Application which is reviewed by AMCA certification staff. At minimum, AMCA approved test sites must meet the following requirements:

- Have a physical commercial space (cannot be residential)
- Have a main contact who serves in an administrative role at the institution or organization
- Have adequate space for testing candidates
- Be able to provide candidates with a testing environment that is well lit, comfortable, and quiet

AMCA has over 900 approved test sites across the US. Depending on the test site, hours of operation and exam administration times could vary. However, all AMCA exams are administered between 8:30 AM and 9:00 PM respective to the time zone. Candidates can contact AMCA to assist them with locating an AMCA approved test site in their area.

## B. Test Site Application and Approval Process

To become an AMCA Approved Test Site, organizations complete a Test Site Application. The AMCA Test Site Application requires the respective organization to include information such as a main contact, address, phone number, website, payment method, certification exams that they would like to administer, etc. An appointed AMCA staff member reviews the application and either approves, denies, or requests more documentation based on the submission. Once approved, test sites can then schedule, order, and administer AMCA exams. AMCA Approved Test Sites are also sent an official AMCA Approved Test Site banner to be displayed when AMCA exams are administered. If denied, test sites can reapply. There is no fee to apply to become an AMCA Approved Test Site.

When a Test Site Application is received, it is reviewed by an appointed AMCA staff member. The AMCA staff member reviews the application and verifies the information provided in regards to the following:

- **Main Point of Contact:** The person listed as the main point of contact for the test site is contacted by AMCA staff using the information provided. References may be required to verify the person's standing or current professional title/position at the test site being reviewed. The main point of contact is also required to complete an AMCA Director's Oath as part of the application.
- **Contact Information:** The AMCA staff member will verify that the phone number and website provided is valid and current.
- **Location:** The AMCA staff member will verify that the location provided is correct. Test sites may be required to provide pictures of the room or environment where testing will be administered. The AMCA staff member will look to make sure the environment has sufficient lighting, sufficient space for candidates to sit spaced out, is clean, and is in good condition. Restrooms must be located in the same building as the test site. Based on the information provided, AMCA may also conduct a test site visit to verify the conditions of the testing environment.
- **Certification Programs:** The AMCA staff member will review each certification that the test site applied to offer. If the organization is an educational institution, they must be offering programs that align with the AMCA certifications they are applying to offer as determined by the exam blueprints published on AMCA's website. Educational institutions must supply proper and current documentation filed with the state in which they are located. If the organization is a workplace or place of employment, they must have employment positions that correspond with the AMCA certifications they are applying for as a test site.
- Other areas that may be looked into include but are not limited to: social media (Facebook, LinkedIn, Twitter), business reviews, state approvals, regulations and recognitions, standing with Department of Education (if applicable), ADA compliance, etc.

For test sites that have been in operation for 1 year or less, AMCA staff may also ask for and verify references from professionals, employees, etc regarding the potential test site.

### [International Test Sites](#)

The AMCA is a US-based certification agency. All certifications were created based on the roles of personnel in the US healthcare system. However, organizations outside the US may be approved to become an AMCA Approved Test Site if they meet all the requirements.

International test sites must meet all the same requirements and follow the same protocol as US-based test sites with the following exceptions:

- The only testing modality available is CBT (computer-based testing). This increases security and decreases risk associated with shipping exams to international locations or transmitting exams for printing.
- Candidates from international test sites only receive their credentials in digital form (digital badge, AMCA official transcript). This increases security and decreases the wait time for certificants caused by mailing certificates internationally.

### *C. Test Site Orientation*

To ensure the success of AMCA test sites and a positive experience for AMCA exam candidates, the AMCA requires at least one contact from new test site to attend an orientation session to complete an onboarding process. Test sites will have limited functionality to schedule exam dates and administer exams until the onboarding process is complete. AMCA hosts a test site orientation meeting once per month and all new test sites are encouraged to attend. AMCA also does one-on-one training with new test sites to ensure understanding of all AMCA protocol for exam administrations. To schedule a one-on-one training session, please email [Danielle@AMCAexams.com](mailto:Danielle@AMCAexams.com). For more information, please visit the [Test Site Orientation webpage](#).

### *D. Test Site Portal*

Once an AMCA Test Site is approved, the Test Site Director will gain access to a Test Site Portal. The Test Site Portal is used to do the following:

- Change/update test site information such as address, phone number, email address, etc.
- Schedule exam dates
- Enroll, approve, and manage candidate registrations
- Run reports such as exam rosters, pass/fail reports, and more

For assistance navigating the Test Site Portal, please contact [TestSiteSupport@AMCAexams.com](mailto:TestSiteSupport@AMCAexams.com).

## E. Finance Options for Test Sites

Approved test sites have two options on how and who pays for AMCA Certification Exam fees: *Candidate Pay* or *Institute Pay*.

### Candidate Pay

When choosing this option, exam fees are paid by the candidate ONLINE by using their personal Credit Card or by MONEY ORDER when submitting their exam registration forms. No Personal checks are accepted.

### Institute Pay

When choosing this option, exam fees are paid by the test site following the exam administration. Options for institute pay include:

- **Business Credit Application** – Organizations wishing to use Institute Pay and be invoiced for exams must complete a Business Credit Application. The application will be reviewed and approved by the AMCA Finance Department.
- **Corporate Credit Card** – AMCA can keep a designated credit card on file to use as a payment. This card will only be charged for candidates that test when your organization authorizes AMCA to make the charge. A Credit Card authorization form is required.
- **Invoicing** – This option is granted to AMCA test sites that are in good financial standing and have 5 or more test candidates testing on a specific date. Invoice terms are “Due on Receipt”. Organizations wishing to use Institute Pay and be invoiced for exams must complete a [Business Credit Application](#). The application will be reviewed and approved by the AMCA Finance Department.
- **Business Check** – Business checks are accepted along with exam registration forms.
- **AMCA Bulk Rate Pre-Paid Exam Discount** - The AMCA is proud to offer a Bulk Rate Discount for Pre-Paid exams. Bulk rate exam totals can be any combination of the 16 national certification exams AMCA offers.

Bulk Rate Pre-Paid Discounts	
1 to 49 exams	full price
50 to 74 exams	10% discount
75 to 99 exams	15% discount
100 or more exams	20% discount

The discount is only applied when pre-payment has been made. Once paid, exam dates can be scheduled, and we will keep a credit on file until it has been exhausted.

- **Purchase Orders and Vouchers** – Our finance department can work with your institution or organization in the handling of purchase orders and/or candidate vouchers.

## F. Eligibility of Exam Candidates

All exam candidates must meet AMCA's Eligibility Requirements. The population eligible to hold an active AMCA certification:

A. Must be at least 18 years of age and possess a high school diploma or equivalent.

B. Must meet ONE of the following three requirements:

**Option 1:** Graduate from a training program, related to the exam you are applying for, taken at an AMCA Approved Test Site. Proof of course completion is required, and applicants must pass the exam within one year from the date of training completion.

**Option 2:** Graduate from a training program, related to the exam you are applying for, taken at an institution other than an AMCA Approved Test Site. Proof of course completion is required, and applicants must pass the exam within one year from the date of training completion.

**Option 3:** Have a minimum of one year full-time work experience directly related to the credential. Work experience must be immediately preceding the date of application and be currently working in that field. Documentation with employer verification is required and will be verified by the AMCA.

C. Agree and adhere to the Code of Ethics.

For candidates qualifying through Option 1, the test site will confirm the candidate's eligibility that they have completed a training program at their institution through the registration process. Candidates qualifying through Option 2 and Option 3 must complete and submit an **AMCA Exam Eligibility Application**. There is a non-refundable application fee due upon submission of the application. Once the application is reviewed, the candidate will receive an email with a determination from the AMCA. If approved, the candidate has 60 days in which to schedule an exam and test, or the process will start over including payment of all fees. The Exam Eligibility Application is listed on our website under the "Downloads" section. It can also be accessed here.

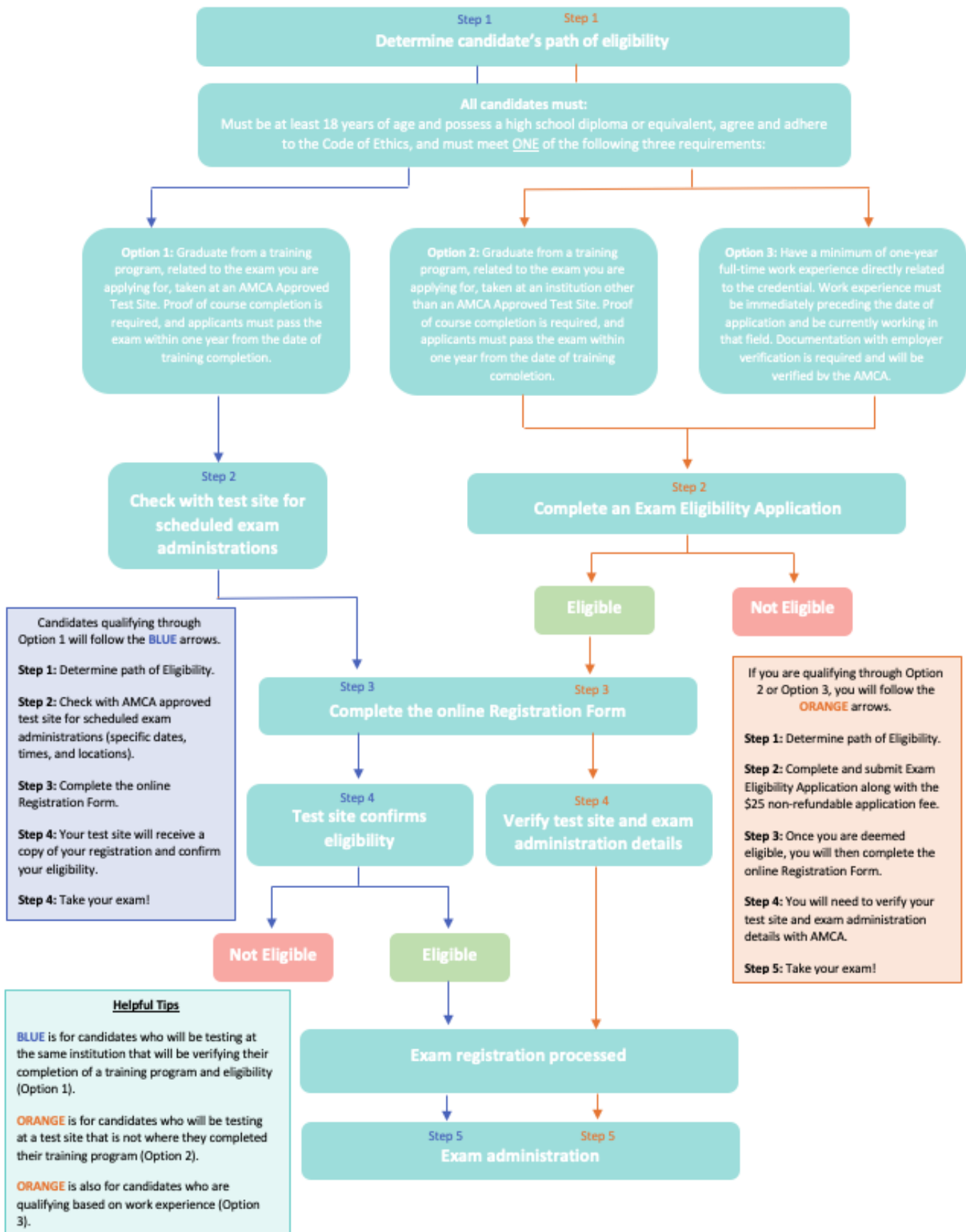
The laws and regulations pertaining to minimum requirements and the allied health industry vary by state. It is highly recommended that test candidates familiarize themselves with their particular state's rules and regulations regarding certification requirements.



Based on which option the candidates are qualifying under (Option 1, Option 2, or Option3), the process for determining their path of eligibility and allowing the candidate to test at a test site may be slightly different (see Eligibility Infographic on next page).

- Candidates qualifying through **Option 1** will be testing at the same institution where they completed the training program. Therefore, AMCA will confirm eligibility directly with the test site through the registration process.
- Candidates qualifying through **Option 2** are not testing at the institution where they completed the training program, and therefore AMCA must verify the completion of the program.
- Candidates qualifying through **Option 3** are doing so based on work experience, and therefore AMCA must verify the work experience.
- Candidates qualifying through **Option 2** and **Option 3** can still test at an AMCA Approved Test Site, but have a slightly different process for verifying eligibility.

## What are the steps to take an AMCA Certification Exam?



## G. Scheduling Exam Dates

All exam dates MUST be scheduled through the Test Site portal, at least **14** days out, in order for the exam date to be available when candidates are registering. If your exam date is not in the AMCA database, the date will not appear as option for your candidates to select.

To schedule an AMCA exam administration, please do the following:

- 1) Log into your Test Site account at [www.AMCAexams.com](http://www.AMCAexams.com).
- 2) Go to the “Schedule Exam” tab to submit a single exam date for each exam program. Multiple exams can be issued on one date but set up each program separately. All exam dates must be submitted with an approved Exam Proctor. If the proctors name is not available for selection, please add their name and email address. In order for a proctor to become approved, they must meet the requirements, complete the Proctor Training, and sign and return a Proctor’s Oath. Click [here](#) to learn more about proctoring for the AMCA.
- 3) *Optional: Upon request, the AMCA will then prepare 11 x 17 posters with your scheduled exam dates for you to display at the AMCA Approved Test Site.*

## Exam Confirmation

Two weeks before every scheduled exam date an automated email will be directed to the Test Site main contact for approval, approval with changes or cancelation. Action is required in order to secure your exam date. Exam candidates will not be set up if the exam confirmation is not approved.

## H. Helping Your Candidates Register

The AMCA recommends that candidates register as far in advance as possible. Exam candidates will not be able to submit an exam registration within **SEVEN** days of the scheduled exam date.

If you DO NOT have an AMCA account, [CLICK HERE](#) to register. If you would like to register for additional certification exams, do not create a new account. Please login to your existing AMCA account and use the “Exam Registration” tab.

You can use a Visa, American Express, Discover or MasterCard to secure your exam date and time. No pre-registration is complete without full payment.

To complete an online registration form, you must have the following information available:

- Test Site Name
- Exam Delivery Method: Online or Paper Based
- Exam date determined by Test Site: Registration must be SEVEN days before the scheduled exam date. No exam registrations will be accepted within seven days of the scheduled exam.
- Payment Method: *Paid by Test Site or Self-Pay*. All payment methods will be verified. Please see more information about payment options below.

## *I. Exam Administration Overview at AMCA Test Sites*

Below is an overview of what an AMCA test site can expect for a paper-based or online exam administration once the exam date has been scheduled.

### Paper-Based Exams

- Paper-based exam will be mailed to Test Site with tracking information, one to two weeks before exam date. Once exam date is confirmed by Test Site the package is prepared and shipped. No additional exams can be added to the paper-based exam date after the exam package has shipped to Test Site.
- The AMCA will only send the Test Site one exam per the registered number of candidates that have been confirmed by Test Site.
- ALL Paper Based exams MUST be shipped back within 48 hours of scheduled exam with the shipping label provided by AMCA. Future exam dates will be affected if exams are not shipped back within 48 hours of the exam administration.
- Exam packages will be graded within 3 to 5 days after received back at AMCA headquarters in Fairfield, NJ. Candidate's exam results will post to the candidate's account, where the candidate will be able to download an official AMCA transcript
- ID Cards for successful candidates will be sent to Test Sites within 7 day after the grading process is complete.
- The AMCA grading department will email composite exam reports to the exam proctor after all material for the exam administration has been reviewed. Please be aware that if any registration information or payment is missing, the processing of the exam reports and ID cards will be affected.

### Online Exams

- Upon exam confirmation, the AMCA registration department will email the approved exam proctor details of the exam administration 3 to 5 days prior to the scheduled exam.
- It is the obligation of the approved exam proctor to check ID, confirm eligibility and have all candidates sign the supplied exam roster.
- In order for exam results from an exam administration to be processed, the signed exam roster must be emailed to the AMCA grading department at [Grading@AMCAexams.com](mailto:Grading@AMCAexams.com).
- Online exam candidates are notified of the exam result immediately following submission for the exam. All official grades and exam results post to a candidate's account within 24 hours of the exam submission.
- The AMCA grading department will email composite exam reports to the exam proctor after all material for the exam administration has been reviewed. Please be aware that if any registration information or payment is missing, the processing of the exam reports and ID cards will be affected.

## J. Processing and Issuing Certifications

### Exam Scoring

Paper/pencil exams are scanned and scored using a Scantron (REMARK software) scoring machine. Online exams provide immediate scoring feedback & results to the candidate through web-based software. Unsuccessful candidates who took an online exam receive an email indicating their grade, areas of deficiency (score report) and directions how to register for a re- take. Examination content area scores are not used to determine pass/fail status, but are provided to offer a general indication of your performance and may be used to assist you in evaluating your relative areas of strengths and weakness in each content area. Each examination is designed to measure your overall performance only. All grades for online and paper/pencil exams will be added under the “History” tab of the Candidate Portal. Candidates will receive an email notifying them when their grade has been added to the Candidate Portal.

### ID Cards

Certification cards will be processed and mailed back to the test site within 10 business days after the completion of grading. Certification ID Cards are used as another form of validation of the credential earned.

## K. Instructors Test Free

AMCA allows instructors at AMCA approved test sites to challenge **1** AMCA national certification exam within their scope of practice, **AT NO COST**. We suggest that instructors get acclimated with AMCA’s process by taking a national certification exam. Please note that while AMCA affords this opportunity to instructors to test at no cost, all exam administration policies and procedures must be followed accordingly. This includes, but is not limited to:

- The candidate (instructor) must meet AMCA’s eligibility requirements.
- The candidate (instructor) must adhering to the Retake Policy and mandatory waiting periods between testing.
- The candidate (instructor) will access to the same prep material and resources that is offered to all exam candidates.
- The exam administration must be proctored by an AMCA approved proctor in an AMCA approved test site. The AMCA approved proctor must not have a conflict of interest (see Proctor Requirements, Policy III.A).

As noted above, instructors who are testing under this policy must still adhere to all policies and procedures outlined in the Candidate Handbook.

Instructors need to complete a registration form and use Promo Code: **“Instructor”** at checkout which will discount the cost of their exam to \$0. All applications will be verified. It is highly recommended that all instructors use a personal email address, rather than a work email.

## II. Director Responsibilities

### A. Test Site Director Responsibilities

The test site director is tasked with ensuring the exam proctors administer AMCA the exams according to AMCA policies and procedures and to ensure that proctors meet AMCA standards.

AMCA Site Directors must abide by the following protocol:

- Sign the Director's Oath, attesting to exam security and confidentiality. The Director's Oath must be re-signed annually.
- Oversee the proctor(s) who will administer AMCA exams at the approved test site.
- Agree that the proctor will attend the required AMCA Proctor Training and sign a Proctor's Oath prior to any test administration.
- Ensure that all exam materials are kept in a secure place until the scheduled exam date and time, and after the exam, until they are returned to the AMCA.
- Ensure that candidates do not have access to exam materials prior to the scheduled date and time.
- Appoint proctor(s) that do not have a vested interest in the outcome of the exam or any conflict of interest.
- Maintain the confidentiality of exam information including, but not limited to, questions, exam material, and candidate information.
- Understand that cheating of any kind will not be tolerated.

The Director's Oath is submitted once with the initial test site application. It is only required to be resubmitted if the main point of contact changes for test site.

### III. Proctor Guidelines and Protocols

All exam administrations will be monitored by qualified proctors who are trained and approved by AMCA. To ensure that proctors are familiar with test center security measures as well as test administration procedures, AMCA provides a mandatory Proctor Training in which proctors receive instructions on checking candidate identification, seating candidates, security of test materials, proctoring, and addressing candidate misconduct.

#### A. Proctor Requirements

AMCA proctors must meet the following requirements:

- Complete [AMCA Proctor Training](#)
- Be a staff member of the AMCA Approved Testing Site
- Be at least 18 years of age
- Not be in a faculty role in the particular program being tested
  - *Example: Serving the role of both the instructor and proctor for a candidate/group of candidates would be a violation of this.*
- Read and follow the proctor regulations as set forth by the AMCA
- Maintain confidentiality of exam information including questions, exam materials, and candidate information
- Read and sign the Proctor's Oath, which includes a Conflict of Interest Agreement, and return it to AMCA. AMCA requires proctors sign and comply with its Proctors Oath to protect the interests of all employees and candidates, ensure proctors have no conflict of interest, and to maintain security and fairness of its exams.

#### B. Proctor Training and Approval Process

All AMCA proctors must complete Proctor Training and sign and submit a Proctor's Oath to the AMCA before proctoring any AMCA exams. AMCA's Proctor Training can be accessed [here](#). AMCA's Proctor's Oath is accessed upon completion of the training. The Proctor's Oath outlines the following:

- Confidentiality Statement
- Conflict of Interest Statement
- Outline of proctor requirements and restrictions
- Outline of proctor protocol
- Exam administration procedures for before, during, and after
- Prohibited items in exam administrations
- Testing irregularities and reporting exam violations

Upon completion of the AMCA Proctor Training and submission of the Proctor's Oath, proctors are approved for 1 year. After 1 year, they must repeat the Proctor Training and submit a new Proctor's Oath.

### *C. Adding Proctors to an AMCA Test Site Account*

All AMCA national certification exams must be proctored by an AMCA approved proctor. The exam proctor is required to be a staff member of the Test Site issuing the exam but may not have a vested interest in the outcome of the exam.

To add a proctor to your AMCA Test Site account:

- 1) Go to [www.AMCAexams.com](http://www.AMCAexams.com).
- 2) Log into your Test Site account.
- 3) Click the "Proctor List" button.
- 4) Enter Proctor Name and Email address, hit submit.
- 5) The proctors name will now appear in the proctor list as "pending" until they complete proctor training and submit "Proctor Oath". Upon completion of the AMCA Proctor Training and submission of the Proctor's Oath, proctors are approved for 1 year. After 1 year, they must repeat the Proctor Training and submit a new Proctor's Oath.

### *D. Proctor Protocol*

As AMCA proctors, you must adhere to and abide by the following protocol:

1. Ensure that all exam materials, including but not limited to exam passwords, exam booklets, scantrons, etc, are secure until the scheduled exam date and time, and after the exam until they are returned to the AMCA.
2. Candidates must not have access to exam materials prior to the scheduled date and time.
3. The proctor must have direct observation of the testers at all times during the testing period.
4. Cheating of any kind will not be tolerated, including but not limited to:
  - a. Consulting text-books, notes, or other resources
  - b. Discussing or reviewing any items on the exam with anyone else during the exam
  - c. Talking to other testers during the exam
5. The proctor cannot answer questions after testing has begun.
6. At the end of the allotted time period, all exam materials will be submitted and returned to the proctor. No exceptions!
7. For paper-based testing, ensure that all examinees use a #2 pencil.
8. Have testers sign in on the final exam roster and check off that the proctor has read the opening statement.
9. Advise the testers that the exam results will be returned to the test site identified on their registration form for those that "Opted In." For those that "Opted Out", their



results will be included in the aggregate report but without any personally identifying information. Individual exam results can be viewed in their portal at [www.amcaexams.com](http://www.amcaexams.com)

### *E. Special Accommodations*

AMCA pledges to comply with the provisions of the Americans with Disabilities Act, as amended (42 USC Section 12101, et. seq.), and with Title VII of the Civil Rights Act, as amended (42 U.S.C. 2000e, et seq.), to the best of their ability.

If test takers need special accommodations because of a disabling condition, they may ask for special testing services. This request can be submitted to AMCA in one of three ways.

1. A letter from a qualified objective physician outlining the disability or medical condition and need for accommodation.
2. A letter from a qualified objective professional requesting the need for accommodation and reasoning.
3. An Individual Educational Plan (IEP) that is less than two years old.

All letters must include the following:

- An outline of the specific disability/diagnosis.
- An explanation how this condition affects the candidate's ability to take the exam under regular conditions.
- Date and duration of diagnosis.
- Specifically state the requested accommodation. If physical testing conditions are requested, state precisely what that entails. If extra time is needed, state how much time and is needed and why.

All documentation should be emailed to [compliance@amcaexams.com](mailto:compliance@amcaexams.com). Requests are handled on an individual basis, must be received prior to the scheduled test date, and are reviewed by the Compliance Department. The individual requesting accommodations will be notified via email or hard copy of the accommodations being allowed. The candidate can then provide the hard copy of granted requests to the test site.

The test site will receive specific instructions from AMCA regarding the approved accommodation.

## *F. Violation of Exam Procedures & Incident Reporting*

Proctors are responsible for monitoring for signs of cheating or other misconduct during the exam. AMCA's Proctor Training program provides information on the signs of cheating or other irregularities and how to handle them during the exam.

AMCA Certification Board has the right to invalidate exam scores if it suspects that any irregularities or deviations from standard testing policies may have occurred during an examination administration. This includes but is not limited to testing irregularities involving the candidate, test or agents administering the exam (proctor or test administrator). In the event of a candidate violating the testing rules of conduct, the Proctor can suspend the testing session, remove the candidate from the testing session and notify the AMCA by submitting an [Incident Form](#). Once the proctor's allegations are investigated by the Certification Board, the AMCA has the right to cancel test scores, and or deem a candidate ineligible to retake any AMCA exam. If necessary, the AMCA reserves the right to contact the candidate's employer, any regulatory body or law enforcement if necessary.

Exam candidates may appeal an invalidation of an exam score using the Appeals procedure noted on the polices page on the website or in the AMCA Candidate Handbook.

## *G. Proctor Termination*

If an AMCA proctor fails to meet their responsibilities, breaches the terms of the Proctor's Oath, violates AMCA exam administration procedures, and/or impedes upon AMCA's ability to provide efficient examinations, their status as an AMCA proctor can be revoked at any time. Depending on the matter at hand, this decision may be made by the AMCA Certification Board or the AMCA staff.

## IV. Quality Assurance at AMCA Test Sites

### A. Test Site and Proctoring Monitoring

AMCA monitors test sites, proctors at AMCA approved test sites, and the candidate experience as part of an ongoing process outlined below.

1) Review of Scheduled Exam Dates: Prior to the exam administration, AMCA reviews and confirms each scheduled test date to make sure that there is an AMCA approved proctor scheduled and that the proctor is aware of all AMCA test administration procedures.

2) Ongoing Post-Examination Survey: Following exam administration, candidates are asked to complete Post Examination Questions. The Post Examination questions ask candidates about their testing environment, the proctor, as well their overall experience. There is also a Post Examination Survey that is sent to the proctor following the exam administration.

3) Monitor Irregularities: The AMCA Director of Compliance & Accreditation monitors examination administrations during and following each testing window. This includes review of irregularities reported by the testing vendor and/or candidates. Irregularities may include, but are not limited to, security concerns, power outages, technical issues, candidate illness, and distracting testing conditions such as abnormal temperatures or noise levels.

4) Test Site Visits: AMCA does both announced and un-announced visits to AMCA Approved Test Sites. The AMCA reserves the right to visit examination sites at any time to monitor compliance with security policies and procedures.

### B. Test Site Termination

As part of the test site application, there is a termination clause that is agreed to upon submission. The termination clause is as follows: *“AMCA reserves the right to terminate a relationship with a testing site for behavior that negatively affects its participants and/or impedes upon AMCA’s ability to provide efficient examinations.”* If an AMCA Approved Test Site fails to meet their responsibilities, their status as an AMCA Approved Test Site can be revoked at any time. Depending on the matter at hand, this decision may be made by the AMCA Certification Board or the AMCA staff.