

## Candidate Misconduct

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This procedure is to provide guidance and instruction to the Assurors concerning IPC Kosova policy on cheating and specifically, to establish authority and responsibility of the examination Assesors in conveying this policy to the candidates.

### POLICY STATEMENT

Before the Candidate can begin his/her examination, the Candidate must certify that he/she:

- Will not give or receive unauthorized assistance while taking the examination;
- Will maintain the confidentiality of the examination;
- Understands that violating the confidential nature of the examination can result in severe penalties

### OVERVIEW - CANDIDATE MISCONDUCT

In the event an observed or suspected security violation has occurred, the Assessor must collect as much information about the incident as possible. This includes the Assessor's own observations and suspicions prior to contacting the help desk, supervisor, line manager or channel manager.

Once there is reason to believe misconduct may be taking place and the Candidate's examination has been paused, the Assessor will quietly remove the Candidate from the testing room for further questioning.

Once the Candidate is in the check-in area, the Assessor can then respectfully ask questions to gain more information and insights regarding their specific concerns.

### ACTION STEPS

If the Assessor has reservations on whether the Candidate has unauthorized materials, including but not limited to, a cell phone, or other electronic devices, notes, etc., they should quietly ask (do not make any accusations or cause a disturbance) the Candidate to follow them out of the testing room for a conversation.

With the Candidate in the administrative check-in area, the Assessor is to respectfully and carefully advise the Candidate why they were asked to come out and speak with the Assessor.

This next step is important: **DO NOT** accuse the Candidate of CHEATING!

This is a delicate situation, therefore, always seek first to understand.

Asking questions to gain knowledge of the situation is always the best option to seek answers. Assessor must be tactful and sensitive handling the situation carefully and never directly accuse a Candidate of cheating.

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- **If there is evidence** of misconduct such as notes, a cell phone or other prohibited items found, maintain it for review (ie., if a cell phone, ask the Candidate if you may look at it).

If the Candidate admits to using unauthorized materials, the Assessor will ask the Candidate not to continue the examination. Assessor must receive further instruction from a supervisor on how to proceed.

- **If there is no evidence** of misconduct, the Candidate should be allowed to return to the testing room to resume their examination.

If the Candidate denies using unauthorized materials, the supervisor will determine if the Candidate should be allowed to continue with testing.

As always, please remain calm and professional . If needed, ask the Candidate to be patient while you speak with your supervisor.

For Example:

- **Candidate is suspected of having unauthorized notes.** If the TCA has not already confirmed the presence of and/or confiscated notes the Candidate had out in the testing room, the RSS may ask the TCA to confirm the presence of notes by asking the Candidate to display the area in which notes were concealed by pulling out their pockets, rolling up their sleeves, or pulling

up their pant legs. The notes should be confiscated, and the Candidate's exam will be terminated.

- **Candidate is suspected of having a cell phone.** If the Assessor suspects the Candidate has a cell phone, TCA must confirm the presence of a cell phone by asking the candidate to display the area in which the cell phone was concealed by pulling out their pockets, rolling up their sleeves, or pulling up their pant legs.

If Cell phone is found, Candidate may be asked to show their cell phone for examination to determine if any communication with outside parties had occurred or if any examination content has recorded on the cell phone. Such as:

- Call logs – were any calls made during the testing period
- Messages – were any text messages or emails sent or received during the exam
- Images – were any photographs or videos taken during the examination period
- Browser History – were any web pages accessed during the examination period

## CANDIDATE DISMISSAL

If the Candidate does not submit the cell phone for further review, or an attempt was made to delete the materials, Candidate will be dismissed from the testing center.

The Assessor is to advise the Candidate that PSI has been notified of the incident, their exam has been terminated and PSI will be in contact with them within the next 10 business days.

## REVIEW

Steps to handle potential deceptive behavior and suspected cheating on the exam:

- Pause the exam
- Kindly ask Candidate to follow you to the admin check-in area for a brief conversation
- Respectfully state what was observed, ask the Candidate to provide an explanation
- Based on responses, may need to collect materials (notes, cheat sheets) as evidence
- Contact Supervisor, who will advise of steps to take
- Verify with Supervisor if Candidate is able to resume the exam
- Assessor must complete an Incident Report [IR]

## NOT ALLOWED TO FINISH EXAM

If the Candidate is not allowed to finish testing, they should gather all of their personal items from the locker or lockable storage unit/bag, and Assessor should provide them with the Candidate Care information card to contact them directly for next steps, complaints, etc.

## ALLOWED TO FINISH EXAM

If the Assessor has determined that there is no evidence of misconduct, the Candidate will be allowed to return to the testing room to resume their examination.

After the issue has been resolved the Assessor is complete a Security Incident Report (SIR). The SIR requires the Candidate name, identification number, and a description of the incident.

## OTHER TYPES OF MISCONDUCT

Other types of candidate misconduct may include, but are not limited to, a candidate impersonating another individual, Candidates' speaking to one another during the exam, or to other individuals outside of the testing center during a break, leaving the test center during a break (even if it's just going to their vehicle), or attempting to bribe a Assessor

## CANDIDATE BEHAVIOR

If at any time during the investigation of an instance of Candidate misconduct the Candidate becomes disruptive or aggressive, it is the TCA responsibility to advise the Candidate to refrain from such conduct.

If the Candidate is in anyway threatening or refuses to leave the premises if instructed to do so, the Assessor to contact their local police authority.

## COMPLETE AN INCIDENT REPORT

In all circumstances considered out of the ordinary, the Assessor should carefully document all relevant details for later review and investigation by IPMA

Test Center administrators should NOT include any opinions they have formed about the candidate and the incident. Only provide specific facts and observations.

Contact your supervisor for guidance on shipping any confiscated materials [notes, cheat sheets, scratch paper, etc.] to the appropriate party.

PSI will conduct a complete investigation and report the results and all actions taken to the Client.

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## SECTION 7 – DE-ESCALATION: ANGRY CANDIDATES

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There may be times when you will need to rectify a situation with an upset or angry Candidate. Regardless of the how the incident began, the goal is to de-escalate the situation in a calm, patient and professional manner.

While you cannot control what the customer says, does, or feels, you can only de-escalate the situation by remaining calm and in complete control with how you react to the Candidate.

Exam day can be very frustrating for test takers and some Candidates may manifest frustrating behaviors such as being rude, impolite, ill-mannered, complaining, yelling, fumbling through papers and being disorganized, etc. The key for the Assesor is to remain calm and do not match the voice levels or behaviors of the Candidate.

There is no one solution to diffuse tense situation and angry Candidates. However, it would be wise to prepare in advance before one an emotionally charged situation happens. Take a deep breath, stay as calm as possible and follow these:

### STEPS TO DE-ESCALATION

- 1) Don't Take it Personally! Keep the emotions out and remain professional
- 2) Remain Calm - do not match the voice, tone or behaviors, speak slowly and softly
- 3) Let them Speak – do not cut them off, speak over, or make light of the situation
- 4) Actively Listen – make eye contact, don't interrupt or multi-task, give full attention
- 5) Restate – it's okay to ask "let me make sure I understand" or ask for clarification
- 6) Use Empathy – apologize for any inconvenience, do all you can to rectify the issue
- 7) Be Patient – be mindful not to "snap back" and match behaviors
- 8) Be Kind – kindness and a soft answer goes a long way to reduce tension, anger 9)  
Seek Resolution – what can I do to make this right, better, correct the issue, etc.
- 10) Be realistic – tell them what you can/cannot do, be careful not to over promise

These steps should be helpful in the de-escalation process. It may be a little difficult, but not impossible to do. Keep in mind that if a person challenges your authority, redirect their attention to the issue at hand. Ignore the challenge, not the person.

While you cannot control the person's behavior, how you respond to their behavior can affect whether the situation escalates or defuses.

Empathize with feelings, not behavior and always... keep it professional!

#### WHEN TO CALL SECURITY

If the Candidate does not comply and continues in an argumentative manner, the Assessor should seek the assistance of the other Assessor on staff to assist with the conversation.

**\*\* Important to Note:** If the conversations escalates and the Candidate's behaviors are becoming incensed or enraged, using extreme profanity, and aggressive body language (such as moving towards the Assessor ,raising their fists) the Assessor should tell the Candidate to leave the premises.

**\*\* Important to Note:** If the Candidate continues to show aggressive and uncontrolled behaviors, and the Assessor feels physically threatened, the Assessor should call Local Authorities.

The Assessor should never put themselves in harm's way or feel threatened in workplace.