

## Examination Process

PR-008

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Revision 0	Apr. 2, 2020	<i>Ken Keith</i>	<i>RByrne</i>	<i>Matthew Holmes</i>
		Ken Keith, Executive Director	Renee Byrne, ICS Consulting	Matthew Holmes, National President

### Revision History

Revision Status	Revised Section (s)	Description of Revision	Reason for Revision
0	All	New Procedure	Original Document – Compliance with ISO 17024:2012

## Table of Contents

<b>1. PURPOSE .....</b>	<b>4</b>
<b>2. SCOPE .....</b>	<b>4</b>
<b>3. DEFINITION.....</b>	<b>4</b>
<b>4. REFERENCES.....</b>	<b>4</b>
<b>5. RESPONSIBILITY .....</b>	<b>5</b>
5.1 EXECUTIVE DIRECTOR.....	5
5.2 BOARD OF DIRECTORS.....	5
5.3 NATIONAL PRESIDENT .....	5
5.4 ADMINISTRATIVE ASSISTANT .....	5
5.5 EXAMINER .....	5
5.6 PROCTOR.....	5
5.7 EXAMINATION CENTRES.....	6
5.8 TECHNICAL TRAINING COMMITTEE .....	6
<b>6. EXAMINATION PROCESS REQUIREMENTS.....</b>	<b>6</b>
6.1 GENERAL .....	6
6.2 EXAMINER REQUIREMENTS .....	6
6.3 PROCTOR REQUIREMENTS.....	7
6.4 REQUIREMENTS FOR EXAMINATION CENTERS .....	8
6.5 CONDUCT OF EXAMINATIONS.....	9
6.6 EXAMINATION SECURITY .....	13
6.7 GRADING EXAMINATIONS .....	13
6.8 RE-EXAMINATION .....	14
6.9 TRAINER/PROCTOR EXAM PROCEDURES .....	144

## List of Figures

N/A

## List of Tables

N/A

## 1. Purpose

The purpose of this procedure is identify the CMVA / ACVM process by which examination sessions are organized and conducted to ensure consistent administration and adherence to the International Standards ISO 18436-1, ISO 18436-2 and ISO 17024.

## 2. Scope

This procedure applies to all CMVA / ACVM certification examinations regardless of certification category, including examinations written by paper or online. This procedure includes requirements for examination centers, criteria for examiners, criteria for proctors and the conduct of examinations.

## 3. Definition

**ACVM** – L'Association Canadienne en Vibrations de Machines

**CMVA** – Canadian Machinery Vibration Association

**Certification Process** – Activities by which the CMVA/ ACVM determines that a person fulfils certification requirements, including application, assessment, decision on certification, recertification and the use of certificates and logos/ marks.

**Certification Scheme** – Competence and other requirements related to specific occupational or skilled categories or persons.

**Examination** – Mechanism that is part of the assessment which measures a candidate's competence by one or more means, such as written, oral, practical and observational, as defined in the certification scheme.

**Examiner** – Person competent to conduct and score an examination, where the examination requires professional judgement.

**Proctor** – Person authorized by CMVA /ACVM who administers or supervises an examination, but does not evaluate the competence of the candidate.

**Competence** – Ability to apply knowledge and skills to achieve intended results.

**Examination Centre** – Centre approved by the certification body (CMVA/ACVM) where qualification examinations are carried out.

## 4. References

Latest edition of ISO 17024 Conformity assessment – General requirements for bodies operating certification of persons

Latest edition of ISO 18436-1 Condition monitoring and diagnostics of machines — Requirements for qualification and assessment of personnel, Part 1: Requirements for assessment bodies and the assessment process.

Latest edition of ISO 18436-2 Condition monitoring and diagnostics of machines – Requirements for qualification and assessment of personnel, Part 2: Vibration condition monitoring and diagnostics.

Certification Scheme, PR-004

Corrective and Preventive Action Procedure, PR-005

Proctor Agreement, FM-008-1

Proctor Agreement Exam FM-008-2

Participant Verification Form FM-008-3

Controlled Documents Log, FM-001-1

## 5. Responsibility

### 5.1. Executive Director

The Executive Director or designate is responsible for ensuring this procedure is written to meet the latest requirements for examination process as stated in the International Standard ISO 17024 for Conformity Assessment.

The Executive Director is responsible for the examination process and for communicating the requirements of this procedure to all staff, Board of Directors, volunteers and other interested parties, as applicable. This communication should be in a format where all affected personnel understand their roles and responsibilities as it relates to this procedure.

The Executive Director is also responsible for promotion and facilitation of this process with prospective proctors.

### 5.2. Board of Directors

The CMVA / ACVM National Board or Directors (BOD) takes the ultimate responsibility to ensure confidentiality and impartiality of the examination of candidates is not comprised. The BOD is also responsible for monitoring the performance of the examiners and the reliability of the examiner's judgement.

The BOD is also responsible for reviewing examination processes as part of the annual management review. This includes taking necessary actions to improve processes as needed.

### 5.3. National President

The CMVA / ACVM National President or designate is responsible for reviewing and approving this procedure for adequacy prior to release.

### 5.4. Administrative Assistant

The CMVA / ACVM administrative assistant is responsible to maintain official records, including the application forms, non-conformance communications and certificates.

### 5.5. Examiner

The Examiner is responsible to meet all requirements identified in this procedure and the requirements for Examiners as defined in the latest versions of ISO 18436-1 and ISO 17024. The Examiner will forward examination results and feedback to the Technical Training Committee for statistical analysis and continuous improvement of the examination process.

The Examiner is also required to identify and report to the BOD, any potential conflict of interest in the examination of a candidate.

### 5.6. Proctor

The Proctor for all examinations is responsible to ensure:

- They are impartial to the candidates under examination and report to the Examiner and/ or BOD any potential conflicts of interest.

- All candidates show valid proof of identification and notification of their approval to write the examination.
- Correct distribution of the sealed paper examinations to the candidates.
- Candidates are given the time allotted for each examination.
- Completed and sealed paper examinations are collected from candidates and forwarded directly to the Examiner.
- Formula sheets are collected and forwarded directly to the Examiner.

## 5.7. Examination Centres

Examination centers are responsible for:

- Following this procedure when conducting examinations on behalf of CMVA / ACVM.
- Only using CMVA / ACVM authorized Proctors/ Invigilators during the conduct of examinations.
- Using only the most current and original examination provided by CMVA / ACVM.
- Returning all original examinations and formula sheets to CMVA / ACVM, including any unused examinations.
- Ensure the integrity of the examinations is not compromised in any way.

## 5.8. Technical Training Committee

The Technical Training Committee is required to monitor and direct technical efforts associated with conformity evaluations. Members of this committee shall, as a minimum, be certified to the level of the certification the committee represents.

The Technical Training Committee is responsible for:

- Applying appropriate methods and procedures to reaffirm the fairness, validity, reliability, and general performance of each examination and correct all identified deficiencies.
- The development and/ or rework of examination questions.
- Adhering to the technical areas of proficiency, as defined in the relevant part(s) of ISO 18436-2 which relate directly to the specific technologies for each level of assessment.

# 6. Examination Process Requirements

## 6.1. General

CMVA / ACVM provide examinations to eligible candidates seeking to become certified to one of the four certification categories identified in the Certification Scheme, PR-004. Examinations are designed to assess competence based on and consistent with our certification schemes. All examinations are multiple choice and given as secure online or paper formats. Every effort is made to ensure appropriate methodology and procedures are implemented to reaffirm, at justified defined intervals, the fairness, validity, reliability and general performance of each examination and that all deficiencies are corrected in a timely manner.

## 6.2. Examiner Requirements

### 6.2.1. Examiner Qualifications

At CMVA / ACVM, our Executive Director has been designated as the Examiner for all Certification Scheme examinations. As Examiner, the Executive Director has met the following competence, selection and approval criterion which is in accordance with the requirements of CMVA / ACVM, ISO 18436-1 and ISO 17024.

The Examiner shall:

- a) Be recognized to an advanced category or at least one category higher than the one being examined or the highest existing category of the examination they are conducting.
- b) Be otherwise approved by CMVA / ACVM Board of Directors.
- c) Understand the relevant certification scheme.
- d) Be able to apply the examination procedures and documents.
- e) Have competence in the field to be examined.
- f) Are fluent in the language of examination, both in writing and orally. Where the examiner is not fluent, they will have access to the technical committee for translation or interpretation.
- g) Identify any known conflicts of interest to ensure impartial judgements are made.
- h) Be familiar with the relevant assessment systems.
- i) Have a thorough knowledge of and be able to apply the examination procedures and documents.

### 6.2.2. Examiner Performance Monitoring

The CMVA / ACVM Technical Committee will monitor the performance of the Examiner and the reliability of the Examiners' judgements. The BOD will receive feedback from candidates through participant post exam surveys. The BOD will review the Examiners' reports and will observe the CMVA/ ACVM planned exam sessions file. Any deficiencies found will be actioned in accordance with the Corrective and Preventive Action Procedure, PR-005.

If the Examiner has a potential conflict of interest or not, the Examiner will document it on the exam sessions file.

## 6.3. Proctor Requirements

### 6.3.1. Proctor Application

Prospective proctors/invigilators must apply to be a CMVA / ACVM proctor to the Examiner at least two weeks before the proposed examination date. See Proctor Application form, FM-008-01. Applicants qualify to be a proctor/invigilator according to the following conditions:

1. The proctor must be a current member of the CMVA / ACVM and have a current CMVA / ACVM certification of Level 2 or above OR other business professional as approved by the Examiner.
2. The proctor must sign and comply with the guidelines for exam proctoring procedures, as per the Proctor Agreement, FM-008-1, supplied for each exam session. The proctor must also do the on line Proctor Agreement Exam, FM-008-2 to prove he/she is familiar with the proctor exam procedure as stipulated in the above proctor contract. This Proctor Agreement exam need only be done once.
3. For Paper exams, the proctor cannot be part of the training company that has given the exam candidates their training. Neither can the proctor be from any exam candidates' company. However, the proctor can be any other certified Cat II current CMVA / ACVM

member OR other business professional, as approved by the Examiner. This business professional does not have to be a current member of the CMVA / ACVM nor have a level 2 certificate but he/she must fill out the proctor contract and do the Proctor agreement exam as stipulated in paragraph 2.

4. For Online exams, the proctor can be part of the training company that has given the exam candidates their training. For On Line exams, the proctor can also be any other certified Cat II current CMVA / ACVM member not with the exam candidates company OR be a business professional, approved by the examiner, who is a fellow employee of the exam candidate. Again, this business professional does not have to be a current member of the CMVA / ACVM nor have a level 2 certificate but he/she must fill out the proctor contract and do the proctor agreement exam as stipulated in paragraph 2.
5. For both Paper and/or Online exams, the trainer cannot be a proctor if any of the exam candidates work for the trainer's company. In this case a separate proctor from another company or a business professional, as approved by the examiner, from another company may be proctor. Again, this business professional does not have to be a current member of the CMVA nor have a level 2 certificate but he/she must fill out the proctor contract and do the proctor agreement exam as stipulated in paragraph 2.
6. For both Paper and On Line exams: The CMVA will also allow Community College or University staff engaged professionally as proctors for certification exams if and when necessary. Any Cat II current CMVA / ACVM member can be proctor. The cost of this service is to be paid by the candidates. Again this person does not have to be a current member of the CMVA / ACVM nor have a level 2 certificate but he/she must fill out the proctor agreement as stipulated in paragraph 2.
7. In ALL cases, the proctor must be agreed to by the CMVA / ACVM Executive Director. Submittal of the proposed proctors under the above guidelines must be done at least 14 days ahead of the exam date.

### **6.3.2. Proctor Approval**

Upon receipt of the application, the CMVA / ACVM Executive Director, shall review the completed proctor application form, Proctor Agreement and Proctor Agreement Exam results from each applicant and determine the best applicant. The Executive Director then notifies the Proctor by email.

### **6.3.3. On-line Proctor**

Upon request, a candidate may avail themselves of online proctoring service, at the choosing of the BOD, of an online exam for an additional fee, as set by the BOD. The service will require access to the workstation or laptop being used by the student for examination, as well a camera. The Executive Director shall ensure the service adheres to CMVA Confidentiality Procedures (PR-002).

## **6.4. Requirements for Examination Centers**

### **6.4.1. In-Person Exam Centers**

Examination centers are designated by the Examiner on behalf of CMVA / ACVM. Examination centers will work under the direction of CMVA / ACVM and have adequately qualified staff to organize and conduct the qualification examinations. The examination centre shall have adequate physical and financial resources to sponsor the examinations. The CMVA / ACVM will monitor examination centers on a periodic basis.



The examination centre is responsible for:

- Conducting examinations in the manner described by FM-008-001, proctor agreement.
- Using only CMVA / ACVM approved Proctors.
- Only using current examinations provided by CMVA / ACVM Executive Director.
- Returning all original examinations (including unused examinations) to the Executive Director.
- Ensuring the integrity of the examinations is not compromised in any way.

#### 6.4.2. Remote Exam Centers

The procedure for remote exam centers is as follows

- The candidate must start his computer at least 15 minutes before the start of the exam in order to check the different functionalities. The candidate must log into the online exam system. The candidate is responsible for providing a reliable connection to an Internet network. The online proctoring service is confirmed active.
- No cell or phone nearby unless phone camera is required for proctoring otherwise the phone is turned off. Standard calculator, pencils, ruler, protractor allowed.
- The candidate must have a computer with a camera that can record during the exam. The online proctor may ask the candidate to adjust his camera to better see him and the surroundings of the room. If the candidate refuses to comply with the requirements, the examination will automatically be cancelled.
- The candidate will be entitled to a 5-minute break to go to the bathroom. It is advisable to take precautions before. A limit of 1 break only during the exam.
- Any breach of these rules will automatically result in a failure to write the exam. The candidate may not be able to take the online exam again
- At the end of the exam, the candidate must sign all the sheets used and put them back in an envelope in front of the online proctor. The candidate must sign through the flap of the envelope. The envelope will be sent immediately to the director of the CMVA and tracking numbered forwarded via email.

### 6.5. Conduct of Examinations

#### 6.5.1. Examination Content

Examinations are given in two formats, on-line and paper. Both formats are done in a secure manner to ensure the integrity of the examination questions. Examination questions are all of the multiple choice type but knowledge and calculations are required for the proper determination of the correct answer. The examination material is derived in accordance with the requirements of ISO 18436-2. The number of questions and the duration of examination are shown in Table 1 below.

Category	Number of Questions	Examination Duration (hours)	Pass Grade (%)
I	60	2	70
II	100	3	70
III	100	4	70

IV	60	5	70
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Table 1 – Examination Content, Duration and Pass Grade

Examination questions are selected from a database of questions that have been generated and approved by the CMVA / ACVM Technical Training Committee. Examination questions cover the following topics:

- Principles of vibration
- Data acquisition
- Signal processing
- Condition monitoring
- Fault analysis
- Corrective action
- Equipment knowledge
- Acceptance testing
- Equipment testing and diagnostics
- Reference standards
- Reporting and documentation
- Fault severity determination
- Rotor and bearing dynamics

For each examination, questions are randomly selected from a bank of approximately 500 questions.

Questions are of a practical nature, yet test the candidate regarding the concepts and principles required to conduct machinery vibration analysis for condition monitoring of machines, and vibration control or correction of machines. Questions may involve interpreting charts and plots and require simple mathematical calculation using a basic scientific calculator.

Each examination is accompanied by a Formula Sheet which covers the basic calculations that must be made during an examination of either of the certification categories. Candidates are encouraged to use this formula sheet to document if the nature of any question and subsequent multiple choice of answers do not seem correct. Additional marks may be given if a candidate's logic is correct but the math or calculations were not done properly.

### 6.5.2. Examination Preparation

Once an exam is scheduled, a new sheet is created in the CMVA/ ACVM planned exam sessions file. This file will track details on exam site, course trainer, exam proctor, and participant. During the application process, the applicant indicates on the application form which method of examination they prefer, either paper or on-line. Refer to Application Process, PR-006.

### 6.5.3. On line Examinations

#### Prior to Examination

The Examiner will:

1. Ensure that all necessary information is added to the CMVA planned exam sessions file regarding exam site, course trainer, exam proctor, and participant.
2. Add participant to the online exam program and send them login information to exam program.
3. Send exam contact person, or proctor, the required examination document, with instructions as to how to prepare this package.

4. Send exam instructions to the proctor on procedure with the online exam including a proctor password to the online exam(s).

The Proctor will:

1. Examination Document Package – Approximately three days prior to the examination, the Executive Director, or designate will email the exam contact person, or approved Proctor, the Examination Document Package, for each candidate expected to take the examination.

The Examination Document Package consists of the following documents:

- Participant Verification Form, FM-008-3
  - A 5-page formula template, in English or French
  - 4 blank polar plots.
2. The Examination Document Package is considered the 10 page document that is controlled and managed by the assigned Proctor to ensure the integrity of the examination process. The Proctor is responsible and required to:
    - Prepare these documents, prior to the examination, such that each exam candidate receives one document package.
    - Complete the Participant Verification Form, FM-008-3
    - Collect and return these 10 pages from each exam candidate at the end of the examination.
  3. Examination Room – Ensure that the examination room has ample space such that there is lots of room between each candidate.

#### **At Examination Stated Time and Date**

The Proctor will:

1. Announce the following rules and procedures for the examination:
  - a. **Verify the identification of each candidate through government issued picture ID** . Each exam access document for each candidate must be signed by the Proctor as confirmation of this verification process. Failure to do so will render that exam test invalid.
  - b. **Turn off cell phones and other electronic gadgets and leave them with the Proctor.**
  - c. **No books, notes, or papers are permitted.** Only pencils, pens and non-programmed calculators are allowed.
  - d. **As applicants finish the test, they shall sign each of the ten handout pages and submit them ALL to the Proctor.** These are to be returned, as is, to the CMVA / ACVM Executive Director for possible review if there are review requests about any of the exam questions.
2. Candidates are expected to mark comments on the formula pages of the Examination Document Package IF they are uncertain or confused about the question and its possible correct answer. They MUST correctly describe the question giving the Question ID # and the Category. **For Example – “Question ID 164 C2 – Data Acquisition”**. Simply giving the number of the question is NOT sufficient for consideration for review.
  - a. During the exam, only one person is permitted to leave the room at a time.

- b. Exam Candidates are allowed time to complete the examination as described in Table 1 above.
  - c. After the examinations have started, the Proctor CAN NOT answer questions about the examinations.
  - d. Feedback regarding the examination results, in the form of exam category ranking – without marks, is available on request within three months of the examination.
  - e. **At all times, the Proctor is to remain at the front of the class and is not permitted to wander about the class next to or behind the exam candidates.**
3. Any candidate who, during the course of the examination, does not abide by the examination rules or who perpetrates, or is an accessory to, fraudulent conduct will be asked to leave the examination. The Proctor will complete a written statement as to the incident and forward it to the Executive Director. The Executive Director will report this occurrence to the BOD and action will be taken in accordance with PR-015, Nonconformance, Corrective and Preventive Actions Procedure.
  4. Return the Examination Document Package (10 pages) IMMEDIATELY by mail, to the CMVA / ACVM Executive Director.

#### **6.5.4. Paper Examinations**

##### **Prior to the Examination**

The Examiner will:

1. Ensure that all necessary information is added to the CMVA planned exam sessions file regarding exam site, course trainer, exam proctor, and participant.
2. Add participant to the online exam program and send login information to exam program.
3. Send proctor, in a sealed envelope, the paper exam, the required examination document package, and a second envelope for the participant to place all materials after the exam is completed.

The Proctor will:

1. About three days prior to the examination, receive a package by courier that contains sealed envelopes for each examination candidate.
2. Verify that each envelope is sealed and has the candidates name on it. If there are any problems contact the Executive Director immediately.
3. See that the examination room has ample space, and ensure that there is lots of room between candidates.
4. Set out the sealed examination envelopes on the tables more or less alphabetically. Interspersing exams of different category levels where possible.

##### **At Examination Stated Time and Date**

The Proctor will:

1. Announce the following rules and procedures for the examination prior to instructing the candidates to open their envelopes and start answering the examination questions:
  - a. **Verify the identification of each candidate through government issued picture ID** Each examination envelope has the name of a candidate. ONLY that candidate

may open the envelope. Each candidate must write his/ her name on the first page of the examination.

- b. **Turn off cell phones and other electronic gadgets and leave them with the Proctor.**
  - c. **No books, notes, or papers are permitted.** Only pens and non-programmed calculators are allowed.
  - d. Candidates indicate an answer in PEN ONLY, by a check mark on the answer they are choosing. If they wish to change the selection, they must stroke out the first answer and circle the newly selected answer and initial any correction made. In any event, only the checked answer or the clearly circled answer with candidate's initials will be selected as the final choice.
  - e. Any questions on the exam that are unclear or questionable in the multiple choice, make a note for the examiner on that questions on the formula handout, identifying it and stating your concern. Put your name on all formula handout sheets.
  - f. As candidates finish the test, they shall:
    - Seal their examination into the inner envelope provided with the examination, and sign that envelope across its seal, so that tampering would be evident.
    - Put the exam envelope and all other papers into the original envelope, and give the whole package to the Proctor. (All papers including the formula handouts that are given with the exam.)
  - g. Only one person is permitted to leave the room at a time during the exam period.
  - h. Exam Candidates are allowed time to complete the examination as described in Table 1 above.
  - i. After the examinations have been distributed, the Proctor CAN NOT answer questions about the examinations.
  - j. Feedback on the exam results is available to candidates, upon request, within three months of the examination.
3. Any candidate who, during the course of the examination, does not abide by the examination rules or who perpetrates, or is an accessory to, fraudulent conduct will be asked to leave the examination. The Proctor will complete a written statement as to the incident and forward it to the Executive Director. The Executive Director will report this occurrence to the BOD and action will be taken in accordance with PR-005, Corrective and Preventive Actions Procedure.
4. Return the Examinations IMMEDIATELY by courier, to the CMVA / ACVM Executive Director.

## 6.6. Examination Security

### 6.6.1 Exam Material Threats

The CMVA/ ACVM recognize the repeated use of exam material may lead to inequitable testing, over time, of the candidates understanding of the body of knowledge. The CMVA/ ACVM Technical and Training Committee Lead will review the exam question bank every 5 years and refresh a minimum of 25% of the material for each certification category.

### 6.6.2 Examination Practices to Counter Fraudulence

The CMVA/ ACVM proctors will take measures to prevent fraudulent exam practices, including but not limited to the following:

1. Prior to candidates entering the exam room, the proctor will take up a position suitable to monitor for the use or entrance of unauthorized aids.
2. Confirm and record the identity of the candidate.
3. Monitor candidates during the exam period for use of unauthorized aids.
4. Monitor the movements of candidates at all times during the exam period to prevent access to unauthorized aids.
5. Control candidates' access to scrap paper during exam process to restrict transcribing and retaining exam questions.

## 6.7. Grading Examinations

CMVA / ACVM Board of Directors have given the Executive Director the authority to grade/ score all examinations. To be recommended for certification, the candidate must achieve a minimum of 70% on the examination.

The candidate will be notified by email of Pass/Fail results only. Exam test scores will remain confidential to the CMVA / ACVM. Names and current certification status of certificate holders may be published and released on request. Names of certified members are published on the website, [www.cmva.com](http://www.cmva.com).

## 6.8. Re-Examination

A candidate who fails to achieve the required passing grade of 70% will be contacted by the Executive Director and informed of their failure to meet the passing grade. The candidate is given the opportunity to be re-examined twice more, provided the re-examination takes place after 30 days for the previous examination. An earlier re-examination time frame may be granted at the discretion of the Executive Director and another BOD member, either the National President or member of the Technical Training and Certification Committee.

A candidate who fails three consecutive attempts will be excluded for reassessment for a 12 month period. Such candidates are required to reapply as an initial candidate.

Candidates excluded for reasons of unethical behavior must wait at least 12 months before reapplying.

## 6.9. Trainer/Proctor Exam Procedures

Under the proctor qualifications defined in 6.3.1 "Proctor Application" above, it is possible under certain circumstances that an official trainer may also be the proctor for the CMVA exam subsequent to the training.

Under such circumstances the examination procedures dictated in sections 6.5.3 "On Line Examinations" and 6.5.4 "Paper Examinations" remain the same but certain conditions exist that are unique to this trainer/proctor exam session:

1. As a listed official trainer with a proctor exam session, the trainer may qualify for a reduction in the exam costs, set by the BOD and subject to change by the BOD without out notice, if the following applies:
  - a. The trainer obtains the completed exam application forms two weeks before the exam date.

- b. The trainer fills and signs the proctor contract two weeks before the exam date.
  - c. The trainer pays the cost of the sessions exams before the exam date.
2. If the trainer elects to have the exam candidates pay for the exams themselves, the 20% discount does not apply. He is not responsible for the submittal of the exam application of each candidate but he must fill out the proctor contract and submit the names and work addresses of the candidates two weeks before the proposed exam date.
3. The exam costs can be paid by credit card or by a formal PO received before the exam date. This can be achieved using the CMVA website's STORE.

*END OF PROCEDURE*