# Policy Accommodation Form: Exam Proctor

Fi360 is committed to fair and uniform application of its policies and procedures to all parties. Exceptions are granted, rarely, only when justified by extraordinary circumstances that can be supported with documentation and where the integrity of the designation program is not compromised.

If a candidate believes any policy presents an undue hardship towards obtaining certification, a special accommodation may be submitted. Examples of special accommodations include…

* **Requesting an in-person exam proctor (*this document*)**
* Alternate experience substitution (*see Fi360 Experience Substitution Request Form*)
* Valid medical, disability, ADA or ESL requests (*see Fi360 ADA Request Form*)

In special circumstances, a candidate may request Fi360 approve an in-person proctor for an individual exam attempt (i.e. outside the remote proctoring solution and group-based exam environment). Fi360 must approve the accommodation and the proctor in advance of the exam being administered.

A candidate may request a special accommodation under the following circumstances:

* They do not have access to a webcam
* They cannot install the required ProctorU exam browser
* They cannot pass ProctorU technology checks and have no other computer options (ProctorU system check here: <https://go.proctoru.com/users/4251317/system-metrics/new>)
* They can demonstrate how a remote proctor poses a unique hardship

The candidate is responsible for securing and scheduling an acceptable proctor (see chart on next page) which will need to be approved by Fi360. The proctor and candidate must be in the same physical location for the exam (i.e. proctor cannot be monitoring candidate via virtual meeting technology). After Fi360 reviews and approves the proctor request, Fi360 will provide next steps directly to the proctor.

Examples of acceptable and unacceptable proctors are detailed below:

|  |  |
| --- | --- |
| **Acceptable** | **Unacceptable** |
| • **ProctorU remote proctoring (primary)**  • Fi360-provided proctor (for event-based examinations)  • Fi360 personnel who did not train the candidate and is not deemed an Unacceptable Proctor  • Testing center personnel  • Public librarian  • HR professional  • Compliance professional  • An Fi360 Designee who is not deemed an unacceptable proctor | • Individual currently enrolled in Fi360 training  • Individual currently enrolled in Fi360 exam  • Friend  • Spouse  • Relative  • Close co-worker, e.g. anyone in a supervisor-supervisee relationship, someone who has a social relationship with the candidate, or whose objectivity might otherwise come into question.  • Non-ProctorU virtual proctoring solutions |

For candidates having difficulty locating an acceptable proctor, the National Collegiate Testing Association (NCTA) maintains a listing of potential testing centers on their website (<HTTPS://WWW.NCTA-TESTING.ORG/INTERACTIVE-MAP>).

|  |  |
| --- | --- |
| ***In-Person Proctor Request*** | |
| **Candidate Name** |  |
| **Candidate Email** |  |
| **Reason for Request** |  |
| **Name of Proctor** |  |
| **Proctor Email** |  |
| **Approximate Date of Exam** *(Form should be submitted at least 5 days in advance of the desired test date.)* |  |

Complete and return this form to [fi360support@broadridge.com](mailto:fi360support@broadridge.com). Requests are generally responded to within 3 business days.