

MSSC Assessment Security Breach Policy



MSSC and/or NOCTI/The Whitener Group must be informed immediately, if any breach of security related to MSSC assessment or certification occurs. Any individual involved in the assessment process (site coordinator, candidate, proctor, etc.) is responsible for reporting a confirmed or suspected security incident.

A breach of security is ultimately the responsibility of the Assessment Center. Once MSSC and/or NOCTI/The Whitener Group have been notified of a breach, steps will be taken to determine the extent of damages as well as the steps needed to remedy the breach. This may include, but is not limited to, consultation between organizations, consultation with legal counsel, legal action, and assessment revision with costs incurred by the Assessment Center, and probation or suspension of the site as an assessment site.

MSSC may learn of a security breach in a variety of ways, such as:

- Reported by a candidate
- Reported by a proctor or site coordinator
- Through conversation between MSSC staff, NOCTI and assessment center personnel

There are three levels of security breaches which incur increasingly severe consequences.

Level I Security Breach Examples:

- A proctor leaving the assessment room for a short period of time (less than 15 minutes)
- Proctoring without having attended proctor training
- Not securing candidate scores (e.g. sharing online testing center reports or scores without the candidate's written consent)
- Failing to observe the mandatory 15 day waiting period before allowing a candidate to re-take an assessment
- Failing to have candidates use a valid MSSC Candidate ID when taking the assessment.

Level I Breach Consequences:

- A written warning will be issued to the site coordinator, proctor or other testing center personnel who committed the violation
- Three written warnings will result in suspension or revocation of center authorization or MSSC will require the center to replace the site coordinator and/or proctor(s)
- If a center receives two consecutive warnings for the same violation, center authorization may be suspended or revoked, or MSSC may require that the center replace the site coordinator and/or proctor(s)

Level II Security Breach Examples:

- A proctor leaving the assessment room for extended periods of time (more than 15 minutes)
- Proctor does not check photo ID before handing out assessments to candidates.
- Testing environment setup did not follow appropriate testing guidelines (e.g. computers too close to one another allowing a student to see another student's screen)

Level II Breach Consequences:

- Written warning will be sent to the center
- Site coordinator or proctor the individual will lose his/her role as a site coordinator or proctor
- In the event that there is only one site coordinator and proctor the center authorization will be temporarily suspended until the site coordinator is replaced

Level III Security Breach Examples:

- Removing testing materials from the room after the assessment
- The use of study aids or handheld devices such as a cellular phone or scientific calculator
- An instructor proctoring and/or being present during the assessment

Level III Breach Consequences:

- If the security breach is committed by a candidate, the candidate's credential will be revoked, and the candidate will be removed from the program
- Immediate suspension of center authorization or fines as defined in the Assessment User Agreement form signed by all centers
- In the event that the center loses authorization for a Level III breach, reinstatement will be determined on a case by case basis once the center has made the necessary adjustments to resolve the problem

NOTE: MSSC reserves the right to review security breaches on a case-by-case basis.