EXAM REGULATIONS

Version EN: 19 July 2020

GMP+ International
Certification and Compliance

Index

1. Introduction

GMP+ International finds it necessary to provide a reliable examination that meets the high level of knowledge regarding the GMP+ Feed Certification scheme. The exams measure and harmonize the knowledge of GMP+ auditors, technical reviewers and inspectors and the application of this knowledge. Passing the exams is an important part of the process of becoming a GMP+ accepted auditor, technical reviewer or inspector. The content and form of the exams highly relate to the quality requirements that GMP+ International has for the global animal feed industry.

To secure the quality of auditors, technical reviewers and inspectors, GMP+ International takes full responsibility of the GMP+ Examination System and its reliability. For this it is necessary that the rights and obligations for new applicants as auditor for the GMP+ Feed Certification scheme and for existing GMP+ auditors, technical reviewers and inspectors are described. In this document all the exam regulations can be found.

GMP+ International realizes that not all can be tested with digital exams. The exams are therefore also further extended with voluntary educational programs to maintain all competences that cannot be tested with digital examinations.

2. General procedures

2.1. Application

The GMP+ coordinator will apply the candidates for the exams and the candidates will receive a confirmation by e-mail. Application for participation in the exam is done by using the Examination organizations application tool of GMP+ International. Certification bodies will receive a monthly invoice for the examination fees set per candidate by GMP+ International. The fees per examination to be taken are mentioned in the GMP+ C4.

A certification body can apply a candidate a month before the exam date and for a maximum of three times for the same exam per year. One first sit, and two retakes, with at least one month in between the same exams.

If a candidate of a non GMP+ accepted certification body wants to apply for an exam, the process goes as follows:
- The applicant certification body must have submitted Annex 1 with all the relevant documents and must have paid the application fee for certification bodies at least two weeks before the exam date.
- The examination fees for the candidate must be paid in full at least two weeks before the exam date.
- If both fees are not paid on time, the candidate cannot participate in the exam. The relevant fees are mentioned in the GMP+ C4.

A certification body can cancel the application of a candidate free of charge till seven days before the exam takes place. If this period expires, Full costs will be charged with the canceling of the exam (except in the case of force major). If a candidate fails to show up for the exam, GMP+ International will also charge the certification body for the examination fees for the exams the candidate applied to.

2.2. Framework of the Exam

There will be different exams: the General part and the technical scopes. The order in which candidates take the exams is not important (general part first or scopes). Candidates are obligated to register for both the general part and the scopes if they need to make the general part also.

The general part is a mandatory exam that is important to pass in order to get acceptances for the other scopes.

2.3. Exam taking

The candidate has to confirm his or her identity before and during the examination with a valid legal document (passport, driver's license or ID card).

During the exam it is not allowed for exam participants to:
- Use their computer for any other purpose than completing the exam;
- Using headphones;

- Use any paper or documents other than explicitly allowed as noted in the knowledge levels;
- Record or collect exam material (e.g. the exam questions, photographs, etc.);
- Communicate with other candidates;
- Using (social) media to contact external person during the examination process (calls, WhatsApp, messenger, etc.);
- If exam participants have any questions during the exam they are to solely contact/consult the proctor, but candidates are not allowed to ask content related questions;
- Use of a second screen.

A candidate that commits fraud or any of the activities mentioned above before or during the exam, can be excluded from the examination by the Exam Committee. If fraud or any of the activities mentioned above are detected after the examination, all examination results from the examination that the candidate took at that moment will be declared invalid. The proctor is responsible to report cheating and irregularities to the Exam Committee through filing the process report. The exam committee reserves the right to uphold extra measures related to the severity of the fraud.

The Exam Committee is responsible to adjust the time of admission and/or test format and/or administration method in order to secure examination in case of unforeseen circumstances. With the decision to do so, the Exam Committee strongly considers the interests of the exam candidates and whether the adjustments are reasonable and fair.

2.4.   Establishment of exam results

The Exam Committee assesses the results of the exam. Because the exams have open questions which have to be reviewed first, the candidates will receive their exam results in three weeks.

In case the candidate succeeds for the exam(s) (general part + applicable scope), the candidate will get acceptance as an auditor for the applicable scope. Concerning the validity of the exams and the frequency of the examination; the general part will be valid for 6 years and the scopes for 3 years. If a candidate passes for the scope and not the general part; the scope validation begins when the candidate also passes for the general part.

Candidates who pass the examinations due to adequate results are registered in the "GMP+ database". This database can be consulted for verification.

The candidates are registered by the following data:
- Full first name
- Last name
- End date of acceptation
- Name of the scope/exam

The completed exams remain property of the Exam Committee and are archived for a period of one year after the exam date. If the candidate submits a complaint or objection, the regarding exam is filed as long as necessary.

The candidate who passes the exam can provide feedback on exam questions. This information will be reviewed by the Exam Committee and will be used to improve the quality of the exams. The candidate will not be informed about the decision.

2.5. Handling of complaints of exam results

Every exam candidate has the right to either file a complaint or object to a question in the exam. A motivated complaint about the process of examination or a specific objection to a test question can be filed. The exam candidate has four weeks, from the moment the exam result was reported to the exam candidate, to file a complaint or objection (certification@gmpplus.org). Complaints or objections will be evaluated and decided upon by the Exam Committee.

Because the exams have open questions which are to be reviewed first, the candidates do not get to access their wrong full answers right after the exam. The candidate does have the right to access their wrongfully answered questions, but only after the result has been communicated. The candidate is to file a request within two weeks after receiving the result. The Exam Committee will plan a meeting in which the candidate can access the wrongfully answered questions through printed document and can file a complaint or objection during the session, extra costs related to it may be applicable.

An objection will only be reviewed if the candidate did not pass de exam due to inadequate results. The Exam Committee is to communicate a motivated decision within four weeks after the objection has been filed.

If the candidate disagrees with the decision communicated by the Exam Committee regarding the objection, the candidate can file an appeal with the Board of Appeals (certification@gmpplus.org). The decision thereafter made by the Board is binding for both the candidate and the Examination Committee.

3. General information about the exams

3.1. Information about the content of the exams and the test serving system

The exam blueprints (hereafter Knowledge levels) provide an overview of all the applicable knowledge level and sub knowledge level per exam[1]. Furthermore, the number of questions, the number of points, the exam length, the exam duration, and the allowed tools are defined in the Knowledge levels.

The length of the exam (i.e., the number of items in the exam) and the exam duration (i.e. the maximum allowed time to complete the exam) depend on the number of sub knowledge levels, and the types of questions administered. Table 1 provides an overview of the length and duration for each exam.

Table 1

Exam	Duration
General part (GP)	45 minutes
Feed materials (FM)	90 minutes
Feed additives (FA)	90 minutes
Compound feed (CF)	90 minutes
Premixes (PR)	90 minutes
Trade (TR)	75 minutes
Storage (ST)	75 minutes
Road transport (RT)	75 minutes
Affreightment (AF)	75 minutes
Inland waterways (IW)	75 minutes

The GMP+ exams will be available in the following languages:

- English
- Dutch
- German
- French
- Polish
- Spanish

GMP+ International is not accountable for translation's errors other than English, Dutch and German.

---

[1] This information can be found on [https://www.gmpplus.org/en/collaborations/certification-bodies/auditors/new-digital-gmpplus-examination-2020/].

<u>Tariff for the translation of exams</u>: GMP+ International will implement the following conditions for translation fees regarding exams. GMP+ International will make the following distinction:

- In principle, the exams can be taken in 6 languages.
- The certification body may request the exams in one the six languages mentioned before. The exams of these languages are free of charge. However, if a GMP+ auditor chooses to answer the exams questions in one of these languages GMP+ International will pass the translation fees of the answers to the involved certification body (Dutch, German and English excluded).

All exams are digital; there will be no paper-based exams. The software that is used for the administration of the exams is TeleToets. TeleToets is a complete exam management system that enables GMP+ International to create, organize, administer and analyze exams on an electronical device.

There are two types of questions: closed questions and open questions. Open questions are questions to which a candidate must write/type a response. A closed question is a question for which the correct answer is predetermined.

Depending on the type of closed questions the exam participants need to perform one of the following actions[2]:

1. Choose between several alternatives:
    a. Multiple-choice (one correct answer out of 3 or 4);
    b. Yes/no, correct/incorrect, true/false (actually an MC2 question);
    c. Multiple response (more than one correct answer out of 4 or more);
2. Execute an operation with multiple answer elements:
    a. Rank or reorder several elements (e.g., from low to high);
    b. Match two or more elements;
    c. Answer to a matrix of questions (e.g., three times yes/no).

3.2.   Exemptions

It is possible to obtain exemptions for some examinations. The requirements for these exemptions are laid down in the "Acceptation requirements, procedures and compliance assessment for Certification Bodies". If a GMP+ auditor does decide to take part in an examination which is not mandatory then the result of the examination is binding. An exemption is then not possible any-more.

A candidate with a disability that does not affect the professional practice substantially, can request an adapted exam with the Exam Committee. the adaptation cannot affect the goals and level of exam and the exam committee keeps this in mind when judging the request. Candidates diagnosed with dyslexia can request extension of test duration by a maximum of 1/3 of the original duration. A request must be submitted at least one month before the exam date by e-mail (certification@gmpplus.org).

---

[2] More information about the questions types and a practice exam can be found on
[https://www.teletoets.nl/Portal/appmodules/examen/login.ctrl?organisatieid=485&productdefinitieid=6233&index=0&examennummer=&taal=en-GB].

3.3.   Options to take the exam

The exams are available in three session formats:

i. <u>Individually with remote proctoring via digital proctoring service</u>
    GMP+ sets exam dates and the certification body (CB) applies the candidate for one of those dates, according to personal preference.

    There are two options for applying remote proctoring examination:
    a. <u>Live remote proctoring examination</u> with chat function and full technical support.
        This option is available within office hours 09.00 - 17.00 hours (CET/UTC +1).
        The starting time you select is the mandatory starting time;

    b. <u>Recorded remote proctoring examination</u> with only chat function any day, any time.
        This option does not have fixed starting time, the exam is available only on the date you select. For the applicable time zone you are participating click on the <u>link.</u>

    The candidate is to log into the examination session, take the exam and finish the proctoring session. The entire session is monitored by a digital live proctor.
    Number of candidates to subscribe per day: a maximum of 50 candidates.
    Take into consideration the list of not supported systems/devices mentioned in annex 1 of this document.

ii. <u>In a group with remote proctoring via digital proctoring service</u>
    A certification body is to apply for an exam date through GMP+ with proctoring via live proctoring. As GMP+ grants permission, the exam date requested is made available for application. The candidates are signed up by the CB as a group.

    There are two options for applying remote proctoring examination:
    a. <u>Live remote proctoring examination</u> with chat function and full technical support.
        This option is available within office hours 09.00 - 17.00 hours (CET/UTC +1).
        The starting time you select is the mandatory starting time;

    b. <u>Recorded remote proctoring examination</u> with only chat function any day, any time.
        This option does not have fixed starting time, the exam is available only on the date you select. For the applicable time zone you are participating click on the <u>link.</u>

    The candidates follow the log-in procedure as a group and start their individual examinations at the same time. After a candidate completes the exam(s), he or she finishes the proctoring session and leaves the exam room. The entire session is monitored by a digital live proctor.

    Number of candidates to subscribe per day: a minimum of 8 participants and a maximum of 20 candidates per group. One group per day.

Take into consideration the list of not supported systems/devices mentioned in annex 1 of this document.

iii. <u>In a group with a proctor appointed by GMP+ International or an employee of GMP+ International.</u>

CB(s) can apply for examination on location. The following conditions apply:

o The involved CB(s) must apply at the latest in December prior to the new year. The examination date will be established in collaboration whit the involved CB(s).
o GMP+ International is responsible for further organizing the exam.
o The costs (location cost, traveling cost, hotel cost, etc.) are passed by GMP+ International to the involved CB(s).
o A minimum of 15 candidates must participate.
o The CB is responsible for good IT – Internet conditions.
o The candidates are signed up by the CB as a group. The candidates follow the log-in procedure as a group and start their individual examinations at the same time. After a candidate completes the exam(s), he or she reports to the available proctor and leaves the exam room. The entire session is monitored by a proctor assigned by GMP+ International in the same room.
o Take into consideration the list of not supported systems/devices mentioned in annex 1 of this document.

Using the Exam organizations Proctoring services and a software package assigned by the Company e:Xplain can be administered from every location.

Invigilation takes place through exam participants' webcam. Exam participants receive instructions to log-in to the system through their email. Instructions on how to answer the questions in the exam(s) are provided before the exam starts. Due to the law on privacy confidentiality is secured.

4. Parties involved in the development of the exam system:

Involved party	Responsibilities
Examination Board	As the owner, the Examination Board of GMP+ International is responsible for all that happens in the examination system. But they only give directions to the Exam Committee and the Exam organization. To make sure that there is no influence of other interest than the quality of the GMP+ auditors, technical reviewers and inspectors, the board does not interfere with the content of the exam; only on the "Knowledge level". Changes in the knowledge levels must be approved by the GMP+ Examination Board. For the further content, the Examination Board mandates the Exam Committee.
Exam Committee	The main task of the Exam Committee is to secure the quality of the attainment levels and the item bank (therefore the quality of the exam), furthermore they keep up to date item bank with the new developments of the standard.. The Exam Committee is mandated by the Board of GMP+ on the level of test targets. If the committee desires to modify the Knowledge levels, they must ask for approval by the GMP+ Examination Board. The Exam Committee is also responsible for the procedures in this document, including the complaint procedure. The committee is a reflection of the GMP + stakeholders to maintain support and practical knowledge. Therefore it is important that the members of the committee have practical experience within the GMP+ scheme. Members may not have any relations with educators or candidates whatsoever.
Board of Appeals	If an exam candidate disagrees with a decision made by the exam committee or an exam official, the candidate can file an appeal within 6 weeks after the decision to the Board of Appeals. The appeal is filed by submission of a motivated letter of appeal explaining the contents and reasoning behind the disagreement with the decision at hand. The members of this Board are assigned by the Examination Board and cannot be either a member of the Exam Committee or related to the exam organization under these exam regulations.
Knowledge levels	It consists of Knowledge levels and sub knowledge levels. These describes the level of knowledge that GMP+ International expects from GMP+ auditors. The knowledge levels can also be described as "learning goals" and represent the level of knowledge that should be acquired by an auditor after a training. They give the limits to what the GMP+ auditor should know, but are too abstract for making exams. That is why the knowledge levels are particularized in the sub knowledge level.
Exam organization	The exam organization will be executed by a third party. Their guidance is the vision of the GMP+ Board. The main task is to facilitate the Exam Committee and execution of the exams. Therefore they are intermediators between constructors and the committee, educators and committee and candidate and committee. They also provide proper procedures, regulations and registrations for the Examination Board and Exam Committee. The exam organization should be the guard of the guiding principles throughout the GMP+ examination system.

Involved party	Responsibilities
Candidates	New applicants as auditors, technical reviewers and inspectors for the GMP+ Feed Certification scheme and existing GMP+ auditors, technical reviewers and inspectors. GMP+ auditors, technical reviewers and inspectors who successfully complete the exam for the general part and one or more GMP+ scopes, will be able to carry out audits/inspections or reviews for the period set in this document.
Item constructors	To secure independency and quality of the exam questions, item constructors develop items commissioned by the exam organization. The items that are developed, will be determined by the Exam Committee. It is important that item constructors have up to date working experience as a GMP+ auditor (1st, 2nd and 3rd party audits), technical reviewer or inspector, GMP+ knowledge, so they can develop items with practical recognition for the candidates. Constructors may not have any relations with educators or candidates whatsoever. For the reliability of the exams, it is also highly important that item constructors are not involved in the training auditors, reviewers or inspectors.
Proctors	They are appointed by the Examination Board and maintain the proper conduct of a particular examination in accordance with the exam regulations. It is the duty of the proctors to watch the candidates to prevent cheating during the examination. They are required to ensure that all the exams are carried out according to the rules set out by the Board which allows each candidate to sit for the examination under equal conditions as other candidates.

Annex 1: Technical conditions for digital examination

System requirements proctoring services:

Type	Minimum	Recommended
Web Camera	640×480 resolution	1280×720 resolution
PC Users	Windows Vista	Windows 10 (10 S mode is not supported)
Mac Users	OS X 10.5 or higher	OS X 10.13 High Sierra
Internet Download Speed	.768 Mbps	1.5 Mbps
Internet Upload Speed	.384 Mbps	1 Mbps
RAM	1024 MB	2 GB
Ports	1935, 843, 80, 443, 61613, UDP/TCP	1935, 843, 80, 443, 61613, UDP/TCP

There is a list of not supported systems/devices that each applicant has to consider before they apply for the examination:

- Google Chromebooks (supported for G Suite Certification and G Suite Administrator exams);
- Tablets (Nexus, iPad, Tab, Note, etc.);
- Linux operating systems;
- Windows 10 in S mode or Surface RT;
- The use of proctoring only works on a workstation with Chrome installed where plugins can be installed. The candidate must therefore have sufficient rights and have a traditional workstation (Laptop or PC);
- Virtual machines / cloud workplaces are often limited in functionality and cannot be supported.

GMP+ International

Braillelaan 9
2289 CL Rijswijk
The Netherlands
t.   +31 (0)70 – 307 41 20 (Office)
       +31 (0)70 – 307 41 44 (Help Desk)
e.   info@gmpplus.org

Feed Safety Worldwide

gmpplus.org