



14.0 QABA® Policy and Procedure: Grievance and Discipline

The QABA® Credentialing Board wishes to provide an effective and positive web-based assessment environment with respect and responsibility to each other. The purpose of this policy is to establish a process that web-based candidates can use for unresolved issues, for corrective action when inappropriate conduct or activity occurs, as well as to appeal these issues or actions.

14.1 Grievances

In order to ensure a positive effective web- based examination environment, we monitor the system 24/7/365 from different locations in the United States. We monitor each server and local director; and monitor the number of active sessions and the average/peak response time. Two senior engineers are on call 24/7/365.

If a candidate does not receive an adequate and timely response to the issue, or feels that there is inappropriate conduct or activity on the part of Innovative Learning LLC, management, its employees, vendors, customers, or any other persons or entities related to the company, Innovative Learning LLC requests that you bring this concern in writing to the immediate attention of the QABA® Board by emailing: info@qababoard.com.

If you do not receive a sufficient response from the QABA® Board within TEN working days you may contact a QABA® Board member directly by emailing tmccool@qababoard.com.

14.2 Discipline

The QABA® Credentialing Board expects ethical behavior from all candidates, including honesty, integrity, responsibility, behaving in a manner that is respectful of the dignity of others, treating others with civility and understanding, and using Company resources in appropriate ways consistent with their purpose and in accordance with applicable policies.

The QABA® Credentialing Board wishes to provide a comfortable and pleasant on-line certification experience, and will work with the candidate to provider reasonable and fair solutions to any corrective action.

1. All ABAT® Credential holders must agree to and adhere to the QABA® Code of Ethics such as complaints which may concern conduct that is harmful to the public or inappropriate to the discipline (e.g., incompetence, unethical behavior, or physical/mental impairment affecting performance). Failure to follow those guidelines may result in the above disciplinary actions including suspension and/or revocation of credential status.
2. In the event there is a breach of the test environment or testing rules, the QABA® Board will notify the candidate and these issues will be reviewed at the next QABA® Board meeting. Each exam testing event is video recorded which allows any breaches to be



reviewed objectively. Depending upon the breach, candidates may be allowed to retake the ABAT® exam.

3. Complaints brought to the attention of the QABA® Board regarding the conduct of an ABAT® or QASP™ will be reviewed within 24 hours of notification of the complaint. The review will be conducted by the QABA® Board members during a special session. Depending upon the nature of the complaint, this may result in the above disciplinary actions including immediate suspension and/or revocation of credential status.