

TESTING & EXAMS

Advancing water quality and Integrity.



ABC is committed to providing quality testing services that strengthen the certification programs of our members. We offer both standardized and client-customized exams in the categories of water treatment, water distribution, wastewater collection, wastewater treatment, biological and physical/chemical industrial waste, backflow prevention assembly testing, water/wastewater laboratory, biosolids, and plant maintenance.

Validation and Examination (V&E) program and committee for each of our exam disciplines. We have over 90 technical subject matter experts that serve on our various V&E Committees and lend their knowledge to ensure our exams maintain the highest professional standards.

Over 65 certification programs currently utilize ABC's Testing Service to test 36,000 operators and laboratory analysts annually. Many of these programs have been using

and capabilities required for successful job performance. The results of these surveys are used to develop the Need-to-Know Criteria for the exams.

Item development – ABC provides training and guidelines to assist subject matter experts in developing effective test items. Only items that meet ABC's specifications and cover topics from the Need-to-Know Criteria are accepted by ABC.

Item validation – All new questions are validated by a minimum of five subject matter experts before being included on an exam. Validation includes verifying each item's technical accuracy and relevance. In addition, the subject matter experts ensure that the item has a verified reference, that the correct answer is the best answer, and the distractors are incorrect, but plausible.

Exam construction – Each of our clients has the option of using ABC's standardized exams or to develop client-customized exams. ABC holds national exam workshops to develop new and improved versions of the ABC standardized exams. ABC's commitment to customer service extends to developing client-customized exams that meet their specific technology and regulatory requirements.

Statistics analysis – Both exam and item statistics are periodically reviewed throughout the year to ensure items are performing adequately. Through this review,

ABC has established a precise process for creating and validating examinations.

Our validation process follows national standards that have been established by:

- Standards for Educational and Psychological Testing (AERA, APA, NCME)
- Uniform Guidelines on Employee Selection Procedures (EEOC)
- Standards for Accreditation of National Certification Organizations (NCCA)
- ANSI/ISO/IEC 17024 General Requirements for Bodies Operating Certification Systems of Persons (ANSI)

UNPARALLELED QUALIFICATIONS

With over 25 years of experience providing exam-related services, ABC has unparalleled qualifications to offer testing solutions for environmental certification programs. We have extensive experience working with both regulatory and voluntary certification programs throughout North America, as well as internationally.

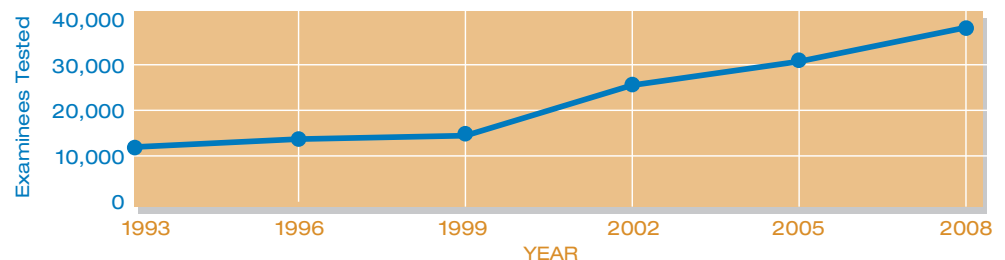
ABC members and clients have access to a knowledgeable staff with a combined total of over 85 years of professional experience to support your certification program needs. Our staff has expertise in the areas of psychometrics, test development and scoring, research and development, as well as in the field of water and wastewater operations. In addition, ABC has an active network of volunteer subject matter experts that contribute to ABC's industry leading testing service. ABC has established a

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EXAMINATION DEVELOPMENT

ABC uses psychometrically sound procedures for job analysis, item development, item validation, exam construction, statistical analysis and program evaluation.

Job analysis – Subject matter expert workshops are conducted to develop national surveys that focus on the tasks



INNOVATIVE

Unparalleled Infrastructure - each examination question goes through an extensive validation process and is reviewed regularly in accordance with the highest industry standards.

items that do not meet ABC's high standards for performance are flagged for review by our Validation and Examination Committees. **Program evaluation** – ABC continually assesses our testing program to ensure we are exceeding industry standards. Through our association with attorneys, psychometricians, and technology specialists we keep abreast of the latest industry trends that will benefit our clients.

More detailed information on ABC's validation process can be found in the ABC publication titled "*A Guidebook on the Best Practices for Validating Operator Licensure Exams.*"

EXAM DELIVERY & REPORTING

ABC offers our testing clients paper-based or computerized exam delivery options.

Paper-based exams - Clients utilizing ABC's paper-based exams are responsible for scheduling, arranging, and proctoring exam sessions. ABC will provide test books or masters, administration instructions and scannable sheets for candidates to record their answers. Following administration of the exam, the client returns all exam material to ABC for scoring and report generation. ABC is able to provide our clients with a variety of different scoring reports ranging from item statistics, exam statistics, group mastery, and individual mastery.

Computerized exams - ABC has assisted many programs in transitioning to computerized exams over the past five years. In 2006, ABC partnered with Applied Measurement Professionals (AMP) to be our exclusive national computerized exam administrator. AMP is the only testing agency wholly owned by a credentialing organization and is uniquely qualified to understand the needs of ABC and our

clients. AMP currently provides services to nearly 80 clients testing 200,000 candidates annually. Through our partnership, AMP handles scheduling and administration of the computerized exams. AMP proctors administer the exams at AMP designed H&R Block Centers and candidates are immediately given their score reports at the conclusion of the exam. Clients are able to access their examinee results at any time through a password-protected web-portal.

An alternate ABC supported web-based option also exists for clients to administer computerized exams through their own local resources, such as community colleges and field offices. Like the paper-based exam clients, these clients are responsible for scheduling, arranging, and proctoring exam sessions.

INVESTING IN THE FUTURE

ABC designates a portion of our examinee fees to be used directly for testing improvement activities. Recently these improvements included hiring an additional technical staff member to provide support to our testing clients and expanding our software and hardware technological capabilities to support paper-based, computer-based and web-based exam delivery.

A significant portion of our examinee fees goes toward funding item and exam development workshops and our technology infrastructure. The funding for item development increases the number of questions available for both standardized and prescriptive clients to use on their exams. In fact, we have validated approximately 3,500 new questions for our examinations in the past five years. Our item bank and delivery systems are unsurpassed in the industry.

Why Choose ABC Exams...

EXPERIENCE

- ▶ Over 25 years experience in providing exam related services
- ▶ Provide examinations to over 65 certification programs throughout North America and internationally

VALIDATION

- ▶ Exam development process exceeds national validation standards
- ▶ Staff that specialize in psychometrics, test development and scoring
- ▶ Technical staff members and over 90 technical subject matter experts participate in exam development process

CUSTOMIZED APPROACH

- ▶ Both standardized or client-customized exams are available to our clients
- ▶ Computerized, web-based, and paper-based exam delivery options

