Assessment Misconduct Policy

1. Purpose, Scope and Principles

Policy No. EMP.05.2026 · Replaces EMP.05.2024

1.1 Purpose

This policy sets out Fulford Certification's expectations for honest conduct during assessments, the rules for online proctored exams, and what happens when those expectations or rules are not met.

1.2 Scope

This policy applies to every person who applies for, attends, completes, writes or studies for any assessment administered by Fulford Certification (a Candidate). This includes, but is not limited to:

- Level A, B, C and D crane operator assessments
- Online proctored theory exams, including the BC Crane Safety Core Theory Exam
- Certificate of Competence assessments for Rigging (Levels 1, 2 and 3), Rigging Inspector, Overhead Crane Operator, Marine and Pedestal Mount Crane Operator, Dock Crane Operator, and Hoisting with Excavators
- Online renewal and refresher assessments

It applies to assessments delivered online and in person, including those delivered at a client's site.

1.3 Principles

- Fulford Certification is committed to an assessment environment that is honest, fair, consistent and respectful.
- A certificate tells employers and regulators that the named person earned it. Protecting that trust protects every certificate holder.
- Each Candidate is responsible for acting with integrity, following the rules of the assessment, and being accountable for their own actions.
- Fulford Certification will treat Candidates fairly, give them a chance to respond to any concern, and make decisions based on evidence.

2. Definitions

Term	Meaning
Assessment	Any exam, test, practical evaluation or on-crane assessment administered by Fulford Certification, online or in person.
Assessment Misconduct	Any act of dishonesty, or any conduct that breaks the rules of an assessment or the principles in this policy, including the examples in Section 4.
Candidate	A person who applies for, attends, completes, writes or studies for an Assessment.
Online Proctored Exam	An exam written remotely on the Candidate's own computer and monitored by proctoring software that records webcam video, audio and the screen.
Permitted Materials	Reference materials Fulford Certification allows for a given Assessment, as listed in Section 4.2 or in the Assessment instructions.
Proctoring Record	The video, audio, screen recording, ID image, flags and reports captured for an Online Proctored Exam.
Void	A decision that an Assessment result cannot be accepted. A voided result is not a finding of misconduct unless this policy says otherwise.

3. Policy Statement and Candidate Responsibilities

1. Candidates must not engage in any form of Assessment Misconduct.
2. Candidates must follow the rules and instructions for each Assessment, including the online proctoring requirements in Section 5.
3. Fulford Certification will review, and where needed investigate, any actual or suspected breach of this policy, and take action as set out below.
4. Candidates are responsible for reading and understanding this policy before their Assessment. Not knowing the policy is not a defence.

5. Fulford Certification may update this policy at any time. The current version is published on fulford.ca, and Candidates are responsible for reviewing it before each Assessment.
6. Employers who register or pay for a Candidate should make sure the Candidate is aware of this policy.

4. Types of Assessment Misconduct

It is not possible to list every form of misconduct. Any conduct that breaks the principles of this policy is prohibited, including the examples below.

4.1 Cheating

Cheating means gaining, or trying to gain, an unfair advantage on an Assessment. It includes:

1. receiving help from any other person during an Assessment, in the room, by phone, by message or by any other means;
2. giving help to another Candidate during an Assessment, or sharing answers about an Assessment another Candidate will take;
3. using artificial intelligence (AI) tools, chatbots, or any other software or program to generate, find or check answers;
4. searching online for the exam question itself, or for answers to it;
5. using a mobile phone, tablet, smartwatch or second computer during an Online Proctored Exam;
6. using any materials not permitted under Section 4.2 or the Assessment instructions;
7. obtaining or viewing Assessment content before being authorized to; and
8. copying, photographing, recording, sharing, publishing or distributing any Assessment questions, answers or content without written permission from Fulford Certification.

4.2 Open book exams

Some theory exams, including the BC Crane Safety Core Theory Exam, are open book. For these exams, Candidates **may** use:

- printed or digital reference materials such as manuals, notes, load charts, the exam Figures booklet and regulations

- a standalone calculator (not a phone calculator)

Candidates **may not** use help from another person, AI tools, or online searches for the exam questions. Anything not listed as permitted in the Assessment instructions is not permitted.

4.3 Impersonation

Impersonation means misrepresenting identity. It includes having another person write, attend or complete an Assessment for the Candidate, writing an Assessment for someone else, or helping either happen.

4.4 Falsification and fraud

This includes:

1. forging, altering or misusing any document, record or certificate issued by or submitted to Fulford Certification;
2. giving false or misleading information on an application, supervisor declaration, logbook or other supporting document;
3. altering a marked Assessment, or changing an answer and requesting a re-mark; and
4. obtaining any Fulford Certification material or service by improper means.

4.5 Interfering with proctoring

This includes deliberately covering, disabling or misdirecting the camera, microphone or screen sharing; using a virtual camera or pre-recorded feed; or otherwise preventing the Assessment from being monitored as required by Section 5.

4.6 Aiding and abetting

Encouraging, helping, enabling or causing another person to engage, or try to engage, in Assessment Misconduct.

4.7 Aggressive or unsafe behaviour

Aggressive, disruptive, harassing, threatening or unsafe behaviour toward Fulford Certification staff, assessors or other Candidates, during or after an Assessment.

4.8 Failure to comply with corrective measures

Failing to follow any corrective measure imposed under this policy is itself a breach of this policy.

5. Online Proctored Exam Requirements

The proctoring record is how Fulford Certification confirms who wrote the exam and that it was written fairly. For every Online Proctored Exam, the Candidate must:

1. **Use a supported setup.** A desktop or laptop computer with a working webcam and microphone, using a supported browser (currently Chrome, Firefox or Edge). Phones and tablets cannot be used to write the exam.
2. **Complete the proctoring setup.** Allow camera, microphone and screen sharing, and confirm they can see themselves in the camera preview before starting.
3. **Verify identity.** Show valid government-issued photo ID to the camera when prompted. The Candidate's face must match the ID.
4. **Keep the camera on and the face visible for the entire exam.** The camera must not be covered, turned off, switched to another device or pointed away. The Candidate's face must be clearly visible and reasonably lit.
5. **Keep the microphone and screen sharing on for the entire exam.**
6. **Write the exam alone.** No other person may be in the room or help in any way.
7. **Stay in view.** The Candidate must not leave the camera view until the exam is submitted.
8. **Keep phones and other devices off and out of reach**, except a standalone calculator.
9. **Use only one screen.** Close other programs and browser tabs not needed for the exam.

Fulford Certification may review the proctoring record of any exam, whether or not the software has flagged anything. Automated flags help staff decide what to review, but a flag on its own is not a finding of misconduct, and the absence of a flag does not mean the requirements above were met.

Candidates who have trouble with the setup should stop and contact Fulford Certification before starting the exam.

6. Voided Exams (Technical or Proctoring Failure)

Fulford Certification may void an exam result, even when the Candidate passed and no misconduct is suspected, if the proctoring record is missing, incomplete or unusable. Examples:

- the webcam feed is black, frozen or does not show the Candidate's face for all or a significant part of the exam
- no ID image was captured, or the ID cannot be matched to the Candidate
- the screen recording or audio is missing
- the session ended early or was interrupted in a way that prevents review

A voided result is **not** a finding of misconduct and is not recorded as one. The Candidate will be told why the result was voided and offered a re-sit.

Re-sit fees after a void:

- First void caused by a technical problem: re-sit at no charge.
- Any later void: the rewrite fee applies.
- If the review shows the problem was caused deliberately, Section 4.5 applies and the matter is handled under Section 7.

A voided attempt does not count toward the maximum number of exam attempts.

7. Review and Investigation

When Fulford Certification becomes aware of a possible breach of this policy, or a proctoring record that may need to be voided:

1. **Hold the result.** Fulford Certification may withhold the result and any certificate until the review is complete.
2. **Preserve evidence.** The proctoring record and any other evidence will be downloaded and kept for the length of the review and any appeal, even where the proctoring provider's standard retention period is shorter.
3. **Initial review.** Staff review the record and decide whether the matter is closed with no action, handled as a voided exam under Section 6, or investigated as possible misconduct.
4. **Notify the Candidate.** If investigated, the Candidate is told in writing what the concern is and is given **10 business days** to respond with their explanation and any supporting information.

5. **Decision.** The Certificate Coordinator, or a delegate, decides whether a breach occurred and any consequences, normally within **30 days** of the Candidate's response (or of the response deadline, if no response is received).
6. **Written outcome.** The Candidate receives the decision, the reasons, any consequences, and how to appeal.

Where the Candidate's employer registered or paid for the Assessment, Fulford Certification may tell the employer that the result is on hold or has been voided, without sharing details of any investigation.

8. Consequences

A Candidate found to have breached this policy may face one or more of the following:

1. an oral or written warning;
2. disqualification of the Assessment, with the attempt counted toward the maximum number of attempts;
3. a waiting period of at least 1 week, or longer as set by Fulford Certification, before the Candidate may re-attempt;
4. a requirement that any re-attempt be written under in-person supervision, at a location and time arranged by Fulford Certification, at the Candidate's or employer's cost;
5. a requirement to re-apply and pay the full application fee again;
6. refusal to issue, or suspension or cancellation of, the associated certificate;
7. refusal of future Assessments for a set period; and
8. notifying the Candidate's employer, and where required by law or by the certification scheme, the relevant regulator or industry body.

In deciding consequences, Fulford Certification considers the nature and seriousness of the breach, whether it was deliberate, whether the Candidate has breached this policy before, the Candidate's response, and any other relevant facts. Impersonation, use of another person's help, and deliberate interference with proctoring are treated as serious breaches.

9. Appeals, Privacy, Contact and Review

9.1 Appeals

A Candidate may appeal a misconduct decision or a voided result by emailing appeals@fulford.ca within **30 days** of receiving the decision. The email should include the Candidate's full name, the Assessment and date, the decision being appealed, the reasons for the appeal, and any supporting information. Appeals are decided by the Operations Manager, with input from a Partner of Fulford Certification where required. No one involved in the original decision may decide the appeal. The appeal decision is final.

9.2 Privacy

Information collected under this policy, including proctoring records, is handled in line with applicable privacy law and Fulford Certification's Privacy Policy. It is used only to review or investigate a possible breach, apply consequences, handle appeals, or as required or permitted by law. Proctoring records not under review are deleted according to the proctoring provider's standard retention period.

9.3 Questions

Candidates with questions about this policy or what is allowed during an Assessment should contact Fulford Certification **before** the Assessment:

T: 604.398.5230 · Toll free: 1.888.952.6033 · info@fulford.ca

9.4 Approval and review

- Approved: November 17, 2026
- Policy owner: Operations Manager
- Next review: Nov 5, 2027, or sooner if assessment delivery or proctoring tools change