Exam Regulation

Certification and Compliance

Version EN: 1 January 2022

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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 examinations measure and harmonize the knowledge of GMP+ auditors/technical reviewers and GMP+ inspectors and the application of this knowledge. Passing the exams is an important part of the process of becoming/remaining a GMP+ accepted auditor/technical reviewer or GMP+ inspector. The content of the exams are based on the GMP+ requirements for the global feed industry.

GMP+ International realizes that not all necessary knowledge can be tested via digital exams.
Therefore the GMP+ accepted certification bodies have in accordance with the requirements of the GMP+ Feed Certification scheme, the obligation to harmonize their auditors regarding their knowledge of the GMP+ Feed Certification scheme. In this document the examination process is described, including the rights and obligations for both candidates and GMP+ International.

2.   Procedures

2.1.   Application

The GMP+ coordinator must apply the candidates for the relevant exams. For this application the GMP+ coordinator must use the "Application form for examination" as published on the portal of GMP+ International.

Before application the following points should be taken into account:

- The deadline for application is one month before the exam date. Applications after this date will not be handled and a new application for another exam week must be submitted to GMP+ International.
- The GMP+ coordinator should check the table of Exemptions (GMP+ C10 Appendix 2/ CR 1.0 Appendix 3.1).
- If a candidate decides to take part in an exam which is not mandatory then the result of this exam is binding.
- The scope exams will be only valid after passing the General Part exam, with the exception of the exam for *Inland waterway transport and short sea shipping of feed (IW)*. So applying for the General Part in this case is not necessary.
- A candidate can participate in maximum of 5 exams per day, depending on the duration of the individual exams.
- The candidate can do an exam for the same scope 3 times per calendar year.

There are 2 different types of exams that can be applied for:
- Live remote proctoring with full technical support within office hours being 09.00 - 17.00 hours (CET/UTC +1). The starting time selected is the mandatory starting time of the exam candidate.
- Recorded remote proctoring with only chat function any day, any time. No fixed starting time the exam is available only on the date the candidate selects. For the applicable time zone the candidate is participating click on the link. For time blocks that cannot be used in certain time zones see article 2.3 and FAQ.

When applying for individual live remote proctoring:
- A maximum of 50 participants per timeslot is applicable.
- For a group minimum participants are 8 and maximum participants 20 per group. One group per day. The candidates must be seated with at least 1,5 m distance from each other. The internet band width must be sufficient to meet the requirements as stated in the Appendix for the whole group at the same time.

Certification Bodies can apply for examination on location with GMP+ physical surveillance. The following conditions apply:
- The involved Certification Body must apply at the latest in December prior to the new year. The examination date will be established in collaboration with the involved Certification Body.
- GMP+ International is responsible for further organizing the exam.
- The costs (location cost, traveling cost, hotel cost, etc.) are forwarded by GMP+ International to the involved Certification Body.
- A minimum of 15 candidates must participate.
- If the location of the exam will be at the office of the Certification Body. The Certification Body is responsible for IT and Internet conditions that fulfill the requirements established in these regulations.
- The candidates are signed up by the Certification Body as a group. The candidates follow the log-in procedure as a group and start their exam at the same time. After a candidate completes the exam(s), he or she reports to the available proctor and leaves the exam room. Physical surveillance will be performed by GMP+ International.

If a candidate of a non GMP+ accepted Certification Body wants to apply for an exam, the process is as follows:
- The applicant Certification Body must have submitted Appendix 1 of the GMP+ C10 *Acceptation requirements and Procedure for Certification Bodies*/CR 1.0 *Acceptation requirements* with all the relevant documents and must have paid the application fee for the assessment of the applicant 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.
- The relevant fees are mentioned in the GMP+ C4/CR 4.0.

A Certification Body can cancel the application of a candidate free of charge till seven days before the exam takes place. After this period, full costs will be charged (except in the case of force majeure). If a candidate fails to show up for the exam, GMP+ International will charge the Certification Body for the examination fees for the exams the candidate applied for.

After successful registration the candidate will receive an e-mail from no-reply@teletoets.nl with confirmation of the registration the Monday before the exam week.

2.2. Framework of the Exam

All exams are digital. The system that is used for the administration of the exams is Optimum.
Optimum is a complete exam management system that enables GMP+ International to create, organize, administer and analyze exams.

There are two different types of exams the general part and the GMP+ scopes. The order in which candidates take the exams is free (general part or GMP+ scopes first). The GMP+ scope exams will be valid only in combination with a valid general part exam.
For the scope *Inland waterway transport and short sea shipping of feed (IW)* the general part is not applicable.
Per calendar year the candidate can participate per GMP+ scope three times.

It is possible to obtain exemptions for some exams. The requirements for these exemptions are laid down in the GMP+ C10 *Acceptation requirements and Procedure for Certification Bodies*/CR 1.0 *Acceptation requirements* table of exemptions.
If a candidate does decide to take part in an examination which is not mandatory then the result of the examination is binding. An exemption for this scope is then not possible any-more for one year.

The GMP+ exams will be available in the languages English, Dutch, German, French, Spanish and Polish. GMP+ International is not accountable for translation's errors other than English, Dutch and German. If a candidate chooses to answer the open exams questions (if applicable) in French, Spanish or Polish GMP+ International will charge the translation fees of these answers to the involved Certification Body. Certification Bodies will receive a monthly invoice for the examination fees by GMP+ International. The cost per examination can be found in the *GMP+ C4/CR 4.0 Tariffs*.

Answers to open questions must be written in one of the above six languages, otherwise the question will be declared invalid.

The exam duration (i.e. the maximum allowed time to complete the exam) is displayed in the table below.

Exam	Duration
General part (GP)	45 minutes
Production of feed materials (FM)	90 minutes
Production of feed additives (FA)	90 minutes
Production of compound feed (CF)	90 minutes
Production of premixtures (PR)	90 minutes
Trade in feed (TR)	75 minutes
Storage and Transshipment of feed (ST)	75 minutes
Road transport of feed (RT)	75 minutes
Affreightment (AF)	75 minutes
Inland waterway transport and short sea shipping of feed (IW)	75 minutes

A candidate with a disability that does not affect the professional practice substantially, can request an adapted exam at the Exam Committee. The adaptation cannot affect the goals and level of exam and the exam committee keeps this in mind when handling 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 two month before the exam date by e-mail (certification@gmpplus.org).

The Exam Committee is responsible to adjust the time of admission and/or test format and/or administration method of the exam 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.

2.3. Before the exam

Information about the knowledge tested during the exams can be found in the Knowledge levels as published on the GMP+ website. These knowledge levels provide an overview of required knowledge per exam as well as the number and type of questions.

Types of exams:

a. Live remote proctoring examination individual or in a group with chat function and full technical support. This option is available within office hours 09.00 - 17.00 hours (CE(S)T equals UTC +1). The starting time applied for is the mandatory starting time;

b. Recorded remote proctoring examination individual with only technical support any day, any time. This option does not have fixed starting time, the exam is available only on the date the candidate selects in the candidates time zone. For the applicable time zone the candidate is participating in click on the link.

Please be aware that in the below indicated time blocs in the candidates time zone no examination can be done. So before these time block the candidate will have to finish his/her exam, or start the exam after the time block.

Timezone	City	Time difference in hours	Start time stop exam making in CET	End time stop exam making CET	Start time stop exam making in timezone	End time stop exam making in timezone
AKST - Alaska Standard Time		-9	23:30	04:00	14:30	19:00
PST - Pacific Standard Time	Los Angeles	-8	23:30	04:00	15:30	20:00
MST - Mountain Standard Time	Denver	-7	23:30	04:00	16:30	21:00
CST - Central Standard Time	Chicago	-6	23:30	04:00	17:30	22:00
EST - Eastern Standard Time	New York	-5	23:30	04:00	18:30	23:00
GMT -Greenwich Mean Time	London	-1	23:30	04:00	22:30	03:00
EET - Eastern Europ Time	Athene	1	23:30	04:00	00:30	05:00
IST -Indian Standard Time	New Deli	5,5	23:30	04:00	05:00	09:30
AWST - Australian Western Standard Time	Perth	8	23:30	04:00	07:30	12:00
ACST - Australian Central Standard Time	Darwin	9,5	23:30	04:00	09:00	13:30
AEST - Australian Eastern Standard Time	Sydney	10	23:30	04:00	09:30	14:00

If the candidate applied for a group exam the log-in procedure as a group starts simultaneously before starting the individual exam. After a candidate completes the exam(s), he or she finishes the proctoring session and leaves the exam room.

Type of questions:

During the exam the candidate can expect two types of questions: closed questions and open questions. Open questions are questions to which a candidate must type a response. A closed question is a question for which the correct answer is predetermined. There are several types of closed questions:

1. Choose between several alternatives:
    a. Multiple-choice question (MC) one or more correct answer out several options;
    b. Yes/no question (Y/N), the answer is correct/incorrect
    c. Multiple response question (MR) more than one correct answer out of maximum 5 options;
2. Execute an operation with multiple answer elements:
    a. Ranking question (RANK) reorder several elements in the correct ranking (e.g., from low to high);
    b. Matching question (MATCH) connect two or more elements;
    c. Matrix questions (MATRIX) answer to several elements in one question

Proctoring:

The candidate will take the exams on his/her own computer/laptop. Therefore it is strongly recommended that the candidate checks if their computer/laptop meets the minimum technical requirements. The candidate will receive an e-mail from the proctoring platform (exams@proctorexam.com) to carry out the system check on the Monday before the exam week. The system check must be done at least 48 hours (including weekends) prior to the exam date applied for on the same device the candidate will take the exam.

During a proctoring session the proctor monitors the candidate's desktop and webcam. The recordings are being kept for 1 month to rule out any force majeure.

For more information on proctoring please consult the information on the GMP+ website.

2.4.   Exam taking

Only when the system check has been performed successfully a second email will be received from the proctoring platform (exams@proctorexam.com) containing the link to the actual exam. The candidate must verify if the examination provided in the link is the correct exam.

During the exam the candidate must make sure that they can participate in the exam in a room appropriate for exam taking see also FAQ point 20 and 21.

The candidate has to confirm his or her identity before the examination with a valid legal document (passport, driver's license or ID card). This document must contain at least their picture, full name and date of birth. If a legal document was not presented before exam the exam will be declared invalid.

When logged-in to the exam the candidate must make sure to not close the tab of the exam platform until the moment he/she finalize the exam. Otherwise the candidate will have to log in again using the same link in the email received from exams@proctorexam.com.

During the exam it is allowed to consult:
- Webpages related to feed (e.g. EUR-Lex, GMP+ website etc.) but only by using the Google Chrome browser,
- Personal notes for consultation only,
- Books or other papers related to feed,
- The proctor by chat function, about questions that are not content related (only live remote proctoring exams),
- Technical support by using the chat function TAWK.

During the exam it is **not** allowed to:
- Use the computer for any other purpose than completing the exam;
- Use additional devices (e.g. (smart) phones/watches, tablets, etc.) other than the computer used for exam taking;
- Use of a second/multiple screen(s). (e.g. additional screen next to laptop is not allowed and must be removed during the exam);
- Wear/use headphones, ear plugs;
- Wear sun glasses/smart glasses;
- Make notes (there is a note tool available on the exam platform which can be used for the purposes of taking notes during the exam);
- Copy, collect, reproduce or distribute the exam material, in whole or in part, in any form (e.g. writing down the exam questions or parts thereof and passing them on, take photographs, etc.) during or after the exam;
- Communicate and/or have contact with other candidates and/or persons other than the proctor or technical support;
- Use (social) media to contact other persons during the exam (calls, WhatsApp, messenger, E-mail, Microsoft Teams, etc.);
- Use another browser than Chrome were the Proctor exam platform is opened on top of the candidates screen (No Internet explorer, no Microsoft Edge, Firefox etc.);
- Leaving the room were the exam is taken (toilet visit excluded if it cannot be avoided);
- Have other person(s) than the candidate present in the room in which the exam is taken;
- Playing music in the room where the exam is taken;
- Take any other actions or create circumstances which can influence the exam or its results of future exams.

After finishing the exam the candidate gets a confirmation of the system that the exam has been completed.

If during the exam the candidate has questions which cannot be answered by the technical support and/or proctor the helpdesk of Explain can always be contacted within office hours (CEST) via the contact details listed in the confirmation mail of the exam registration.

2.5.   Determination of exam results

The Exam Committee assesses the results of the exam. The candidates will receive their exam results within the third week after the last date of the exam week.

If a candidate commits fraud or performed any of the activities mentioned under 2.4 during the exam(s), these exam(s) will be declared invalid by the Exam Committee.
The Exam Committee also reserves the right to uphold extra measures including the exclusion of a candidate for a certain period to participate in the GMP+ examination.

In case the candidate succeeds for the exam(s) (general part + applicable scope(s), the candidate will have a valid examination for the applicable scope(s). The general part will be valid for 6 years and the applicable scope(s) for 3 years. Only the combination of both a valid general part exam and applicable scope(s) will extend the exam validity of the applicable scope exam(s).

The results of the candidates will be registered in the "GMP+ database" The results can also be consulted in the GMP+ audit app.

The following data are registered:
- Full name of the candidate)
- Type of exam
- Scope of the exam (including the applicable exemptions)
- Result (passed / not passed)
- Exam date
- Validity of the exam

The completed exams are archived at the exam provider for a period of 7 years after the exam date and remain property of the Exam Committee. The proctoring information will be archived for 1 month. If the candidate submits a complaint or objection, this can be extended to a maximum of 6 months.

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.

2.6.   Handling of complaints of exam results

A candidate has the right to file a complaint. Only a motivated complaint about the exam process or a specific objection to a question can be filed. The candidate has four weeks to file the complaint or objection, from the moment the exam result was published in the GMP+ database Complaint or objection can be submitted to certification@gmpplus.org.

A complaint and/or objection will only be handled by the Exam Committee if the candidate did not pass de exam. The Exam Committee communicates a motivated decision within four weeks after the complaint and/or objection has been filed.

If the candidate disagrees with the decision communicated by the Exam Committee regarding the complaint and/or objection, the candidate can file an appeal to the Board of Appeal within 6 weeks after the decision of the Exam Committee (certification@gmpplus.org). The decision of the Board of appeal is binding for both the candidate and the Examination Committee.

3.   Parties involved and definitions

Involved party	Responsibilities
Exam Committee	The main task of the Exam Committee is to secure the quality of the knowledge levels and the related exam questions. The exam system where the exam questions are entered must be kept up to date based on the valid GMP+ requirements. The Exam Committee is also responsible for the exam regulation, the complaint procedure and evaluation of the exam results.
Board of Appeals	If an exam candidate disagrees with a decision made by the exam committee 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. The members of the Board cannot be either a member of the Exam Committee or related to the exam organization.
Knowledge levels	Describes the level of knowledge that GMP+ International expects from a candidate. There are knowledge levels and sub knowledge levels. The knowledge levels can also be described as "learning goals" and represent the level of knowledge a candidate needs to make the exams successfully and can be acquired by self study or training.
Exam organization	The exam organization providing the digital exams is a third party. Their main task is to provide the Exam Committee with the needed information and provides the examination system for the execution of the exams.
Candidates	A person who takes part in the GMP+ exams. Applicable for (applicant) GMP+ auditors, technical reviewers and inspectors for the GMP+ Feed Certification scheme.
Item constructors	A person with sufficient knowledge of the GMP+ FC scheme to develop exam questions. Constructors may not have any relations with educators or candidates whatsoever or involved in the training of auditors, reviewers or inspectors.
Proctors	Supervises the proper conduct of the exams in accordance with the exam regulation. The proctor is responsible to report fraud and irregularities to the Exam Committee through filing the process report.

Appendix: Technical specifications for digital examination

System requirements proctoring services:

Type	Minimum	Recommended
Web Camera	640×480 resolution	1280×720 resolution
PC Users	Windows 8 and higher	Windows 10 (10 S mode is not supported)
Mac Users[1]	OS X and higher	OS X 10.13 High Sierra
Chromebook Users[1]	OS	OS
Linux Users[1]	64-bit Ubuntu 14.04+, Debian 8+, openSUSE 13.3+, or Fedora Linux 24+	64-bit Ubuntu 14.04+, Debian 8+, openSUSE 13.3+, or Fedora Linux 24+
Internet Download Speed	768 Mbps	1.5 Mbps
Internet Upload Speed	1,5 Mbps	2,0 Mbps
RAM	1024 MB	2 GB
Ports	1935, 843, 80, 443, 61613, UDP/TCP	1935, 843, 80, 443, 61613, UDP/TCP
Browser	Latest version of Google Chrome	Latest version of Google Chrome

[1] *These systems are allowed to be used but could create technical problems with the proctoring platform.*

Please be aware when using virtual private network (VPN) there are multiple technical issues known that will disrupt the candidates exam. Therefore we do not recommend to use a VPN network to make an exam because technical support cannot be provided for issues due to use of a VPN network.

Below there are some helpful links:

Visit [this page](#) to check if the webcam is working.

Visit [this page](#) to check if the microphone is working.

Visit [this page](#) to check the operating system.

To check the internet speed the candidate can download the free app Speedtest.net.

The use of proctoring only works on a device with Google Chrome where plugins can be installed. The candidate must have sufficient rights and have a traditional workstation (Laptop or PC);
Visit this this page to check the browser version.

For the below list of systems/devices technical support cannot be provided:

- Google Chromebooks (supported for G Suite Certification and G Suite Administrator exams);
- Tablet (Nexus, iPad, Tab, Note, etc.);
- Linux operating systems;
- Windows 10 in S mode or Surface RT;
- Virtual private network (VPN).

At GMP+ International, we believe
everybody, no matter who they
are or where they live, should have
access to safe food.

GMP+ International

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