

APPENDIX E Candidate Handbook



**Qualified Applied
Behavior Analyst (QABA)
Certification Board
CANDIDATE HANDBOOK**

Applied Behavior Analysis Technician

ABAT™

2013 – 2015

ABAT CANDIDATE HANDBOOK

This *Candidate Handbook* is designed to provide those seeking certification as a Applied Behavior Analysis Technician (ABAT) with an overview of the credentialing process. The *Handbook* along with other exam publications regarding the ABAT Certification, provide significant information all applicants should know, and applicants are responsible for the information and regulations outlined within. The Candidate Handbook is available online and downloadable as a PDF.

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MISSION:

The Qualified Applied Behavior Analysis (QABA) Credentialing Board's mission is to support the advancement of an individual's professional potential by providing excellence in the competency assessment for direct support professionals providing applied behavior analysis treatment and support as well as promote the continued development of a highly competent behavioral health services workforce.

The ultimate purpose of the QABA's credentialing programs specifically the Applied Behavior Analysis Technician (ABAT) is protection of the public. With the increase in the prevalence of Autism Spectrum Disorder, the Applied Behavior Analysis Technician (ABAT) provides initial recognition to individuals who have demonstrated entry-level knowledge, skill, and experience in Autism and Applied Behavior analysis through competency assessment. The ABAT also provides a mechanism for all stakeholders including families, providers, funding sources to ensure those providing direct services to individuals diagnosed with Autism have demonstrated competency in those areas meeting applicable educational, ethical, and supervision requirements for professional certification.

The QABA credentialing process focuses on improving accessibility, accountability and coordination among paraprofessionals, professionals and agencies with a view to maximize the quality of life of those individuals diagnosed with Autism Spectrum Disorder and related disabilities. The Applied Behavior Analysis Technician will work to create an environment that emphasizes people, respect, integrity, diversity and excellence.

STATEMENT OF VALUES:

Our highest value is placed on certificants, our staff and people whose lives we can assist to improve. With this in mind, our four core values are:

- To work with a spirit of cooperation and collaboration.
- To act ethically and honestly toward our certificants, colleagues and community.
- To recognize and appreciate people's similarities and differences.
- To aspire to deliver quality and excellence in all we do.

QABA Certification Board Overview

The Qualified Applied Behavior Analyst (QABA©) Certification Board is a committee established in 2012 by Innovative Learning LLC's Governing Board of Directors to meet para-professional credentialing needs identified by Applied Behavior Analysis (ABA) practitioners, ABA providers, educators, insurance providers, government departments, funders, and consumers of behavior analysis and behavioral health services.

The QABA© board adheres to the national standards for boards that grant professional certification and operates with all governing authority detailed in Innovative Learning LLC, Board of Directors Bylaws and the QABA © Board Bylaws. The QABA© certification procedures and content have undergone psychometric review and validation, job practice analysis survey of the profession and standards established by content experts and practitioners in the field. The QABA© Certification Board oversees the credentialing process of the Applied Behavior Analysis Technician (ABAT™).

The QABA© Certification Board acts as a separate body and independent governing division of Innovative Learning LLC. This autonomy has been granted by Innovative Learning LLC Board of Directors. The process of credentialing and the administration of the ABAT are independent of all other divisions of Innovative Learning LLC.

Governance

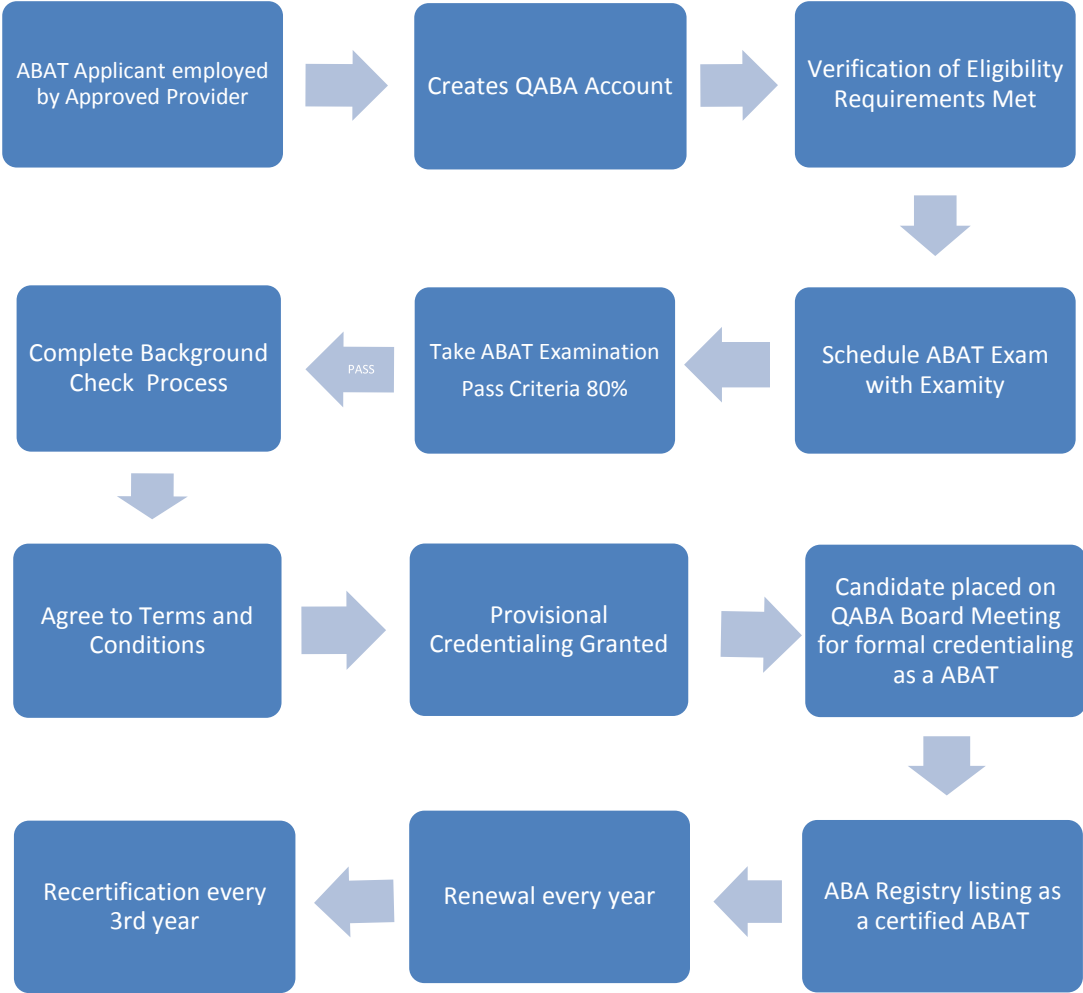
The governance structure, policies, and procedures provide for autonomy in decision making regarding important aspects of all certification programs such as eligibility standards; the development, administration, and scoring of the assessment instruments; selection of personnel; and operational processes. Although Innovative Learning LLC has control over office location, hiring of personnel and finances, the QABA Certification Board has been given power of autonomy as a governing committee by Innovative Learning's Board of Directors. The QABA © Board assures through the rules governing the committee that compliance with all accreditation standards are maintained at all times and insures that policies and procedures are in place to provide for autonomy in essential certification decision making.

ABAT™ Certification – Purpose of the Certification Program

The ABAT™ Certification program has evolved from the need to recognize those individuals who have had specific education and training, fieldwork experience and demonstrated competency through an established assessment process in Autism and Applied Behavior Analysis (ABA) and are providing behavioral health services under the supervision of a licensed or certified professional, such as a Board Certified Behavior Analyst (BCBA) or licensed Psychologist within the scope of practice of ABA.

The ABAT™ Credential provides a mechanism for all stakeholders including families, providers, funding sources to ensure those providing direct services to individuals diagnosed with Autism and other related disorders have demonstrated competency in those areas meeting educational, ethical, and supervision requirements for paraprofessional certification.

Credentialing Process:



Eligibility Criteria:

1. Minimum age is 18 years old
2. High School Diploma or similar equivalency
3. 45 hours of approved assessment-based coursework.
4. 50 Hours of Supervised Fieldwork.
5. Two Professional Recommendations

Credentialing Requirements:

1. Meet all of the Eligibility Criteria
2. Successful Passing of the ABAT Certification Examination at 68% or higher
3. Consent to Criminal Background Check.
4. Agreement to work under the QABA© Code of Ethics
5. Acknowledgement of recertification and renewal requirements.
6. Agreement for placement on the ABA public registry
7. Provisional Credentialing granted pending criminal background check results.
8. Review of Candidate Application at QABA Credentialing Board at Commission meeting to formally approve Candidate as a certified ABAT.

Coursework Guidelines:

1. Transcripts and certificates of completion are acceptable forms of documentation of completed coursework and can be uploaded for review and approval once an applicant creates an account and registers to take the ABAT Exam.
2. Course work must be assessment based and competency tested and a minimum of 45 hours.
3. Coursework currently can be completed through an approved provider, accredited university or college, or other learning institution.
4. Content must cover the following competency areas.
 - a. Autism Spectrum Disorder (10 hours)
 - b. Introduction to Applied Behavior Analysis (10 hours)
 - c. Data Collection (3 hours)
 - d. Positive Behavior Supports (10 hours)
 - e. Evidenced Based Treatment Strategies in the context of ABA and Autism (4 hours)
 - f. Person Centered Planning (2 hours)
 - g. Philosophy, Values, Cultural Diversity, and Advocacy (3 hours)
 - h. Law and Ethics (3 hours)

Supervision Guidelines:

1. A candidate is required to complete 50 hours of supervised fieldwork.
2. The supervisor verifying your fieldwork will be required to do so using the online verification system acknowledging their credentials and checking off each of the requirements of supervised fieldwork. They will need to be in a position to verify 1 (one) hour of supervision for every 10 hours of independent supervised fieldwork.
3. Candidates may not start accumulating supervised independent fieldwork until they have started completing approved coursework required to meet the ABAT requirements.
4. Supervised Fieldwork must include the following areas:
 - a. Data Collection for assessments related to the need for behavioral intervention (e.g., stimulus preference assessment, functional assessment, staff performance assessment);
 - b. Implementing, and systematically monitoring skill-acquisition and behavior-reduction programs through data collection;
 - c. Other activities normally performed by a paraprofessional that are directly related to behavior analysis such as attending planning meetings regarding the behavior analytic program, and talking to individuals about the program.

*Fieldwork that does **NOT** qualify as supervised hours include:*

- a. Attending meetings with little or no behavior-analytic content;
 - b. Providing interventions that are not based in behavior analysis;
 - c. Performing non-behavioral administrative activities; and completing non-behavioral assessments (e.g., diagnostic assessments, intellectual assessments),
 - d. Paperwork, documentation, billing, or any other activities that are not directly related to behavior analysis
 - e. The supervisor verifying your fieldwork will be required to do so using the online verification system acknowledging their credentials and checking off each of the requirements of supervised fieldwork. They will need to be in a position to verify 1 (one) hour of supervision for every 10 hours of independent supervised fieldwork.
5. Fieldwork Supervisor Requirements:
 - a. Supervisor to possess a professional license (MA or Doctorate level) and expertise within the scope of practice of Applied Behavior Analysis, BCBA, BCaBA, or other qualified professional within the scope of of Applied Behavior Analysis.
 - b. Supervisor must have a minimum of one year of providing professional supervision

Purpose of Supervision:

Through the supervision process the ABAT Candidate will be able to:

1. Develop an understanding of the performance expectations of the job of the ABAT
2. Demonstrate observation, life skills, and behavioral skills training
3. Demonstrate and model technical, professional, and ethical behavior

4. Demonstrate an understanding behavioral case conceptualization,
5. Demonstrate the development of problem-solving skills
6. Demonstrate an understanding behavior programs, data sheets, and reports.
7. Demonstrate an understanding and the use of the various data collection formats as directed by service provider
8. Ongoing evaluation of the effects of supervision

Recommendations

1. Two professional recommendations are required – one from your evaluator/supervisor, and one from an administrator of choice.
2. The recommendations will be completed through the online verification system similar to the verification process of the supervision requirements.
3. Recommendations will verify that the ABAT Candidate:
 - a. Demonstrates compliance with applicable legal, regulatory and workplace reporting requirements (e.g., mandatory abuse and neglect reporting).
 - b. Demonstrates compliance with applicable legal, regulatory and workplace requirements for data collection, storage and transportation.
 - c. Demonstrates Professional Conduct
 - d. Responds appropriately to feedback and maintains or improves performance accordingly.
 - e. Communicates with stakeholders (e.g., family, caregivers, other professionals) as authorized.
 - f. Maintains client dignity

Application and Registration Process and Procedures

Prior to having access to schedule the ABAT™ Examination all coursework, recommendations, and supervision requirements will need to be completed, verified, and approved through the online process.

Beginning May 15, 2014 applicants will be able to register and begin verification of all eligibility requirements. From the date and time of registration, applicants will have 3 months to submit their recommendations, verify their completion of the supervision requirements, verify the successful completion of the approved coursework and schedule their ABAT Examination.

ABAT Credential Testing Environment

The ABAT™ Examination is offered in an online environment and is scheduled and proctored through our independent partner, Examity.

Leading the way in convenient online proctoring services, Examity® ensures that the ABAT online test is fair and valid. As a ABAT Candidate, Examity's® platform will enable you to take your online exam whenever it's convenient for you, wherever you are. Our software works on most any computer. All you need is a webcam and a microphone. Our 24-hour tech support allows a candidate to get help over the phone through email or live chat. The sign-up process is simple and the ABAT examination can be accessed through your QABA account– no need for another login and password!

Examity is committed to helping candidates succeed and to keep information and work secure.

Computer Requirements: Mac

Operating System: Mac OS X , Version 10.6 - 10.8

Processor: 2.4GHz Intel processor (Core 2 Duo)

RAM: Minimum 1GB

Internet: DSL or better

Bandwidth: 700Kbps or more for simultaneous screen sharing, video and audio conferencing

Browser: Safari® 3.0 or newer, Mozilla® Firefox 4.0 or newer, Google® Chrome 5.0 or newer

Computer Requirements: Windows

Operating System: 2003 Server, XP, Windows Version 7-8

Processor: Minimum 2.4GHz

RAM: Minimum 2GB

Internet: DSL or better

Bandwidth: 700Kbps or more for simultaneous screen sharing, video and audio conferencing

Browser: Internet Explorer® 7.0 or newer, Mozilla® Firefox 4.0 or newer, Google® Chrome 5.0 or newer

Examination Processes and Procedures

All testing is developed on the basis that ABAT Candidates must demonstrate competency in each of the 14 core and domain competency areas in order to complete the credentialing process.

The ABAT™ credentialing process offers access to study and review material at no additional cost prior to scheduling your ABAT Examination™. Recommended and supplementary materials are available to download. All testing is sequential in order so that concepts, competencies and objectives build upon each other as per Blooms Taxonomy which forms the basis of how a the credentialing objectives are developed.

Demonstration of understanding is assessed using the competency testing process described in the provided materials. Competencies are tested using a range of testing procedures as described below.

For example: A candidate may be required to demonstrate they have gained an understanding of what constitutes an appropriate response in a given situation. In such an example, a scenario is presented and they are required to select a response on two levels:

Reactive Response: What will they do in the “here and now”?

Proactive Response: What can you do in the future to minimize or maximize (dependant on the desired outcome) the likelihood of a situation reoccurring?

Performance Domains, tasks, and associated knowledge and skills outcomes

This is for those practitioners who currently provide or want to provide behavioral health treatment and professional services under an approved provider or certified/licensed professional within the scope of practice of ABA. The certified ABAT™ uses applied behavior analysis and other evidenced-based behavior intervention programs, which develop or restore, to the maximum extent practicable, the functioning of an individual with pervasive developmental disorder or autism. Through successful passing of the ABAT Examination™, ABATs will be able to implement treatment and support plans that utilize evidenced-based practices that have demonstrated clinical efficacy in treating pervasive developmental disorder or autism.

Objective/Goals:

The QABA employs criterion-referenced testing because content is clearly defined by set criteria laid out in required standards that must be met. Criterion-referenced testing has emerged over the past several decades as a multifaceted concept (Berk, 1980). Generally, a criterion-referenced examination is designed to ascertain an individual's competencies. Content guidelines for each test and examination are often derived from the results of processes and procedures inventories, competency verification studies, job analysis studies and expert opinion of professional practice in the field. While these are important, Innovative Learning must also ensure examination items are aligned with the required standards mandated by professional bodies as well as Federal and State departments. These content guidelines link the skills and knowledge (theoretical and practical) expected of a competent practitioner. Because a test score from a criterion-referenced test is interpreted as a measure of how well a candidate performs in relation to the range of tasks and content domains represented by the test items, rather than the performance of other candidates, content competencies must be carefully determined prior to item development or test construction.

The QABA job analysis for Applied Behavior Analysis Technician was conducted to identify and confirm the competency areas of the paraprofessional delivering Applied Behavior Analysis treatment and support to those individuals diagnosed with Autism and related disorders. This process began informally in 2008 and continued through January 2012. In January 2012, formal surveys of candidates and subject matter experts were conducted and continue to the present (April 2014).

The process began with a comprehensive literature review to initially identify and validate the core competencies of the Applied Behavior Analysis Technician (ABAT™). The initial competencies that were identified then were subject to a pilot survey and a large-scale validation survey, in order to assess the appropriateness of the various core and domain competencies and tasks to the ABAT.

The large-scale validation survey also captured validation for the test items, level of difficulty, and efficiency of the process, testing environment, and the appropriateness of credentialing

the paraprofessional who is delivering ABA support and treatment to individuals diagnosed with Autism.

Expenses and Payment Procedures

The ABAT™ Examination cost that is published on the website is inclusive of all registration, processing, exam administration, criminal background check and miscellaneous fees.

The registration fee is due at the time of registration when documentation supporting the evidence of meeting all of the eligibility criteria is submitted through the online system. The 2014 registration fee is \$75.00USD.

The ABAT Examination fee is due once all of the Eligibility Criteria is submitted and approved. The ABAT Examination fee must be paid in full before a candidate can schedule the ABAT Examination. Paying the ABAT Examination fee “unlocks” the scheduling function. The ABAT Examination fee is

All fees are paid online through our merchant PayPal. All major credit cards are accepted. The QABA does not have access to your payment information or in any way have the ability to store your payment information.

Applicant and Candidate Resources and Support

Applicants as well as Candidates are provided timely and accurate information about the credentialing process through the QABA© Certification Board website.

In addition, QABA© processes ensure that the credentialing program components meet applicant and candidate needs both collectively and individually. Prior to registration for the credentialing program each applicant is able to see the certification and credentialing requirements.

Through the bulletin board, message board system, and newsletter feature information about career placement and additional assistance such as study groups, developing professional network can also be posted and utilized.

Refund and Cancellation Policy

Basis upon which refunds are calculated and paid:

- If an applicant never schedules the ABAT Examination™ after registering and paying the examination fee, and the period between enrollment and notification of withdrawal does not exceed 30 days from the enrollment date. Full refund will be made to applicant. All refunds due will be made within forty-five (45) calendar days of the date of notification by the applicant. The date of determination is the date the applicant gives written or verbal notice of withdrawal to the QABA© Certification Board.
- Refunds for applicants who have begun verifying eligibility criteria will be calculated based on the percentage of requirements completed. For eligibility requirements completed up to fifty percent (50%), examination charges retained will not exceed a pro rata portion of the full cost for the eligibility requirements completed.
- After fifty percent (50%) of eligibility requirements have been completed, THE QABA© Certification Board's financial obligation is considered complete and it may retain the full cost of the examination fee.
- A 10%, of the full credentialing program cost, administration fee not exceeding \$100 may apply to all refunds.

Cancellations:

Eligibility:

The ABAT™ credentialing process requires an applicant meet all eligibility criteria prior to becoming a candidate and gaining access to schedule their ABAT Examination™.

Eligibility Criteria:

1. Minimum age is 18 years old
2. High School Diploma or similar equivalency
3. 45 hours of approved assessment-based coursework.

4. 50 Hours of Supervised Fieldwork.
5. Two Professional Recommendations

Should an applicant create an account and begin the process of verifying eligibility, but it is subsequently found that, for any reason, eligibility criteria cannot be verified (see sections 7 & 8), then the applicant will be informed and the registration will be cancelled.

- If an applicant creates an account but never registers for the the ABAT™ Credentialing after registering and paying the examination fee, and the period between enrollment and notification of withdrawal does not exceed 30 days from the enrollment date. Full refund will be made to candidate. All refunds due will be made within forty-five (45) calendar days of the date of notification by the student. The date of determination is the date the candidate gives written or verbal notice of withdrawal to the QABA© Certification Board.
- Refunds for candidates who have begun verifying eligibility criteria will be calculated based on the percentage of requirements completed. For eligibility requirements completed up to fifty percent (50%), examination charges retained will not exceed a pro rata portion of the full cost for the eligibility requirements completed.
- After fifty percent (50%) of eligibility requirements have been completed, THE QABA© Certification Board's financial obligation is considered complete and it may retain the full cost of the examination fee.
- A 10%, of the full credentialing program cost, administration fee not exceeding \$100 may apply to all refunds.

Cancellations:

Eligibility:

The credentialing programs require a student agree that they meet pre-defined eligibility criteria to gain access to the ABAT Examination. Should a candidate agree to said terms, but it is subsequently found that, for any reason, eligibility criteria cannot be verified (see sections 7 & 8), then the candidate will be informed and the registration will be cancelled.

Recommendations, Supervision and Independent Fieldwork Verification:

The ABAT™ Credentialing program requires a candidate to receive Recommendations and Supervision of Independent Fieldwork Verification from people who are in supervisory positions of the candidate. Recommendations may verify that the candidate meets certain pre-defined standards considered preferable for people wanting to complete the credentialing program. Supervision and Independent Fieldwork Verification requires that the person can verify the student meets certain pre-defined practical experience related to ABA and Autism experience.

A candidate must start coursework prior to beginning supervision and Independent Fieldwork. Should recommendations and verification supervision and independent fieldwork subsequently be unable to be verified, then the registration may be cancelled. Refund policy applies.

Non-discrimination Policy

It is the policy of QABA© to maintain an online credentialing environment free of all forms of unlawful discrimination. QABA© will not discriminate against candidates on the basis of race, color, gender (including gender identity and gender expression), religion, age, marital status, registered domestic partner status, disability, socioeconomic or ethnic background, sexual orientation, genetic information, veteran status or national origin, or any other characteristic protected by applicable statute. The discrimination precluded by this policy includes any discrimination against an individual because that individual is perceived to have any of the foregoing characteristics or is associated with a person who has or is perceived to have any of the foregoing characteristics.

QABA© will only gather the personal information necessary to process payment, authenticate identify, and request background checks along with other related tasks for the ABAT credentialing process.

All QABA© board members will be required to sign and date a non-discrimination policy prior to being elected or appointed as board members as evidence that they are aware of this policy. The original signed form will be maintained in the board member's personnel file located in QABA© central office in Buellton, California.

ADA Policy

To accommodate disabilities, QABA© has ensured that the latest technology is embedded in the LMS and available to our exam candidates, including text to speech features and zoom capabilities.

Any candidate who believes that he or she has been discriminated against unlawfully should bring any complaint to the Chief Operating Officer of Innovative Learning LLC. Complaints may be lodged in writing or in person. Persons who file complaints will be advised, as is appropriate, regarding any investigation, action or resolution of the problem.

Innovative Learning LLC or its QABA© Certification Board will not tolerate any form of discrimination and will take appropriate disciplinary action, including possibly termination, of any person determined to have engaged in unlawful conduct under this policy.

No Retaliation

The QABA© will not retaliate nor discriminate against any employee or candidate because he or she has opposed any unlawful employment practice or filed a charge of employment discrimination, testified, assisted, or participated in any manner in an investigation, proceeding, or hearing related to employment practices.

Privacy Statement

This privacy policy sets out how “Innovative Learning LLC” and all its divisions and subsidiaries including “Project Optimal”, “College of Applied Human Services”, and the “QABA© Certification Board” uses and protects any information that you give when you use this website. “Innovative Learning LLC” is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, and then you can be assured that it will only be used in accordance with this privacy statement.

“Innovative Learning LLC” may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 9th February, 2012 and was renewed January 1, 2014..

What we collect that to be used for the reasons stated below:

- Name and job title
- Contact information including email address
- Demographic information such as postcode, preferences and interests
- Other information relevant to candidate surveys and/or offers

What we do with the information we gather:

- We require this information to understand your needs and provide you with a better service and in particular for the following reasons:
- We are required by various accrediting bodies to provide particular information in order for credentialing programs to be recognized for approval by that body
- Internal record keeping.

We may use the information to improve our products and services.

We may periodically send promotional email about new products, special offers or other information which we think you may find interesting using the email address which you have provided.

From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, fax or mail.

We may use the information to customize the website according to your interests.

We may provide your information to our third party partners for marketing or promotional purposes.

We will never sell your information.

What we collect and/or maintain that remains confidential (see Candidate Data Confidentiality section)

- Social security numbers
- Transcripts
- Application status
- Examination results
- Recommendations
- Supervision and Independent Fieldwork
- Background information received from the Department of Justice

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorized access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyze web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyze data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Links to other websites

Our website may contain links to enable you to visit other websites of interest easily. However, once you have used these links to leave our site, you should note that we do not have any

control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Controlling your personal information

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

You may request details of personal information which we hold about you at any time. If you would like a copy of the information held on you please write to coursehelp@innovative-learning.com.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

Candidate Data Confidentiality Policy

The company philosophy is to safeguard candidate information in its possession to ensure the confidentiality of the information. Additionally, the QABA © Certification Board will only collect and maintain personal candidate data that is required to pursue its business operations, credentialing requirements and to comply with government reporting and disclosure requirements. Personal information collected and maintained by the company not limited to but including:

- Candidate names
- Job title
- Addresses
- Telephone numbers
- E-mail addresses
- Social security numbers
- Transcripts
- Disciplinary action
- Application status
- Examination results

As stated in the Privacy statement, name, address, telephone number and e-mail address and other demographic information may be shared. Please refer to that statement for more details

All information is maintained in locked, segregated area, or on-line in a secured website. Candidate information will be considered confidential and as such will be shared only as required and with those who have a need to have access to such information. All hard copy records will be maintained in locked, secure areas with access limited to those who have a need for such access. Candidate information used in business system applications will be safeguarded under company proprietary electronic transmission and intranet policies and security systems

This requirement applies to all employees: regular or temporary, and contractors/consultants of the Company.

Be aware that employees are expressly prohibited from transmitting, copying, distributing, or in any other way using this customer data outside of the Company's secured systems or for any purpose other than the Company's business. Employees who are aware of the existence of personally identifiable information residing outside of Innovative Learning, LLC's secured systems must inform their manager immediately so that the information may be appropriately stored. No activity may be conducted nor any technology employed that might obstruct compliance with any portion of this policy.

Employee Guidelines

All employees, contractors and consultants using customer personal information obtained from Innovative Learning, LLC are required to adhere to the following guidelines:

- Provide confidential data, such as release of transcripts, ABAT™ or ™ credentialing status, etc. as outlined in the policy only to the candidate, dean of the college involved, legal authorities
- Place printed documents and other materials containing personally identifiable information in a locked room or cabinet.
- Log off computers when out of the office and at the end of the day.
- Ensure file cabinets and office doors are locked at the end of the day.
- Encrypt confidential data if it must be e-mailed or in any way sent over public networks.
- Keep passwords private; do not share this information with others.
- Share candidate personal information only with those who have a legitimate business need.
- Dispose of paper records by shredding them.
- Notify management immediately if a security breach is suspected.
- Immediately disconnect any computer from the Internet that may have been compromised.

Grievance, Discipline and Appeals Process

Innovative Learning LLC, and all its divisions and subsidiaries including the QABA© wish 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.

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.

Our helpdesk function includes phone and email support for candidates and administrators. Innovative Learning LLC uses a proprietary monitoring system to inform our support personnel of problems that users may be experiencing with their browser, personal firewall, or popup blocker. This constant monitoring allows our support personnel to contact and help candidates quickly and accurately. Currently less than 1% of support issues require follow up beyond the first response. No support issue ever goes unresolved. More granular reports allow us to see how long specific sections of an examination completed and what is the most common answer to certain questions are thus allowing for continuous improvement of the system and content, and test items.

Candidates may also contact our helpdesk regarding any issues they are experiencing, and will be contacted the same day during regular working hours whenever possible, or the next working day at the latest.

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 Student Services 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 vmoeller@innovative-learning.com.

Discipline

The QABA Certification 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© Certification Board wishes to provide a comfortable and pleasant on-line certification experience, and will work with the candidate to provide 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.

It is the purpose of this policy to establish a process for the applicant to appeal corrective actions that have been taken by the QABA ©Certification Board

Appeals

Most common issues that may be appealed are the following:

- The fee or tuition charge to retake the certification exam
- Suspended account
- Delayed or rejected certification
- Rejection of recommendation
- Rejection of Coursework
- Rejection of Supervision Hours

The Candidate may appeal a corrective action by submitting a written appeal to the QABA© Certification Board stating the issue and the remedy sought. The QABA© Certification Board cannot promise that the specific appeal or complaint will result in the action requested or that the applicant will be satisfied with the outcome of the appeal procedure.

It is the purpose of this policy to establish a process for the applicant to appeal corrective actions that have been taken by the QABA© Certification Board.

Candidate Records Retention Policy

Innovative Learning LLC has established a candidate records retention policy that defines how long types of candidate records will be stored, retained and accessed easily by Innovative-Learning, LLC and its subsidiaries (The Company).

Candidate Records: The necessary information on individuals (candidates) who take the CSMK Assessment for the ABAT™ credentialing with Innovative Learning LLC's QABA © Certification Board.

Transcript: The record of the educational work, supervision completed and examination results maintained in the candidate records.

The Company collects the following information on-line for candidates registering to take the CSMK Certification Exam for the ABAT™ Credential:

- Name
- Address
- Contact phone number
- Social Security number
- Transcripts
- Credentials or licensing/certification verification
- Verification of Supervision requirements
- Professional Recommendations

This information is kept permanently in secured, on-line files.

Innovative-Learning, LLC also has hard copies for some candidate records, which are maintained in locked cabinets in a secure room in their offices. These records are also maintained permanently.

In addition, e-mail and other pertinent on-line information are maintained for a 5 year period.

Records will be disposed of according to the Customer Data Confidentiality Policy. It is in violation of this policy to dispose of any records named in the retention schedule above. If you believe you have accidentally disposed of, deleted or destroyed a record, please contact the COO immediately as the document may still be retrievable or salvageable, or may exist elsewhere as a copy. Your honesty in coming forward will have a significant positive impact on any disciplinary action taken, if any. If you know of anyone willfully disposing of or destroying any learner records of Innovative-Learning, LLC, you are under obligation to report these activities to the COO listed below. Any employee who is found to have violated this policy may be subject to disciplinary action, up to and including termination of employment. Failure to report known violations of this policy will be handled very seriously.

QABA © Committee Members:

Innovative Learning LLC will ensure all committee and examination personnel have current knowledge in the content they oversee, understand the context of application, and model best professional practices in executing the duties and rules of the QABA © Governing Committee.

Current members are published on the QABA Certification Board website.

2009 – 2014 Summary of ABAT© Certification Activities

Introduction of assessment instrument(s)	Applied Behavior Analysis Technician
Acronym of assessment instrument(s)	ABAT
Date of first administration(s)	09/28/2009
Total number of candidates who have tested since the inception of the program:	1,142
Date of completion of most recent job/practice analysis study:	June 2012
Total number of candidates who have taken an assessment instrument based on the most recent form of the test specifications:	1472