Examination Policies and Procedures

Several sections of this document refer you to the *LOMA Education and Training Catalog* for additional information. You can download the *Catalog* here.

About Your Enrollment

You will have access to the Course Portal materials from the time of your enrollment until your course access period ends. Typically for I*STAR and Prometric exams, the course access period ends 6 months after the day you enrolled. For paper exams (if applicable), the course access period typically ends in June for May exams or in December for November exams. You can receive access to the Course Portal materials again by re-enrolling in the course via LOMA's learning system.

For specific information about the exam for this course see the current *LOMA Education and Training Catalog.*

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Examination Dates and Course Extensions

If you have not taken your I*STAR or Prometric exam by the end of the course access period, or if you have not successfully completed the self-proctored module exam requirements, or if you do not take the paper exam on the date it is scheduled, your enrollment will expire and your course fee will be forfeited unless you re-enroll in the course. Re-enrolling extends your access to the Course Portal and allows you to select a new proctored exam date, as long as you have not already taken the exam for the course.

Some companies that administer I*STAR exams develop their own policies for scheduling exam dates. If you haven't already scheduled an appointment for an I*STAR examination, contact your company's LOMA Educational Representative. Prometric Testing Centers have specific procedures for scheduling appointments for LOMA exams. If you will be taking your exam at a Prometric Center and have not already scheduled an appointment, check the current *LOMA Education and Training Catalog* for details about Prometric scheduling procedures.

Proctored Examination Procedures & Regulations

Except where noted, the following procedures apply to the administration of paper, I*STAR, and Prometric examinations:

- All paper exams must be taken according to LOMA's "Paper Exam Schedule." The Paper Exam Schedule can be found in the *LOMA Education & Training Catalog*.
- Plan to arrive at the exam site 30 minutes before your exam begins. You may be required to furnish photo ID when taking an exam. If you are taking an I*STAR exam, you will need your LOMA Test ID and password. If you arrive after the scheduled starting time for your paper exam, the exam may not be accepted by LOMA for grading.
- Only calculators that meet LOMA's requirements are permitted in the exam room. Exam proctors must inspect and approve all calculators prior to administering exams.
- Students may not consult, discuss, review, or in any way use anyone else's answers or accept unauthorized assistance during the examination.
- During the exam, students may not have in their possession any outside materials including, but not limited to, notes; textbooks; tables; charts; graphs; cell phones; pagers; Personal Digital Assistants (PDAs), e.g. Palm Pilots or BlackBerrys; or digital media players, e.g. iPods.
- Paper exam booklets must be returned to the proctor after the exam. Exam booklets will not be returned to students.
- Additional procedures, regulations, and information are posted in the Exam Rules section of LOMA's Web site.

Violations of Exam Administration Procedures. To protect the LOMA designations while ensuring the credibility and rights of organizations and individuals participating in LOMA Programs, a due process procedure is used when violations of standards governing exam administration are suspected. The due process procedure involves

1. Determining the existence of a possible violation

2. Investigating the suspected violation

3. Communicating the findings and sanctions imposed, if any, to the affected parties

The complete due process policy can be found by clicking here.

Self-Proctored Examination Procedures & Regulations

Students taking courses with self-proctored end-of-module exams have two attempts to successfully complete each exam with a score of 70% or higher. Exams are timed – students have an average of two minutes to answer each question.

Each end-of-module exam must be completed in one sitting. Failure to complete an end-of-module exam in the time allotted will result in a failed attempt.

Students have only two attempts to successfully complete each end-of-module exam for a course. If a student fails any end-of-module exam two times, the student's learning record will reflect a failing grade for the course. The student can re-enroll for the course, but any progress completed up to that point will be lost, and the learner must start anew with the end-of-module exams for the course.

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Question Challenges

Occasionally, students may wish to challenge the validity of an exam question. The basis for such challenges varies; it may be that the textual passage is at variance with current practices in the insurance industry, that the correct answer does not accurately reflect the textual passage on which it is based, or that a question does not appear to be clearly worded. Infrequently, a typographical error may be cited as the basis for a challenge.

If you believe that there is good reason to challenge a test question, make a note of the course number, exam language, exam type (self-proctored, paper, I*STAR, or Prometric), exam date, question number, and the specific reason for your challenge. Give your written challenge to the proctor, so that the proctor or your Educational Representative can forward it to the LOMA Education and Training Division for consideration. If enrolled for a self-proctored course option, email your exam challenge to education@loma.org.

I*STAR and Prometric exam question challenges must be received within three business days of taking the exam. Paper exam challenges must be received by the date specified in the *LOMA Education and Training Catalog*. The professional staff in LOMA's Education and Training Division investigates each challenged question and always gives the student the benefit of the doubt as to the merit of the challenge. A LOMA staff member will let you or your Ed Rep know the results of the investigation via e-mail.

As an additional step, all LOMA examinations are subject to extensive statistical checks designed to alert the staff to any irregularities in response patterns to questions. We investigate each irregularity in detail to ensure that exam questions are sound and fair to you.

Challenges via e-mail: education@loma.org   Challenges via fax: 770-984-3742

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Examination Grades

The passing grade for all exams is 70 percent. For courses with proctored exams, LOMA provides students with numerical scores for grades of 70 and above. Scores below 70 are listed only as F+ (within 10 points of passing) or F. For courses with self-proctored end-of-module exams, LOMA provides simply a pass/fail grade. If you do not complete a course's exam requirements by the end of the exam period for which you are enrolled, your score will be DN (did-not-sit).

When you submit an I*STAR or Prometric examination for grading, you'll receive an unofficial grade report immediately, and your official result will be posted to your student record in LOMA's learning system within 24 hours. (**Special Note for SRI 500 students:** Because SRI 500 has several required components, a passing score on the I*STAR or Prometric exam will post to your student record only after all required components have been successfully completed. F or F+ grades will post within 24 hours of taking the proctored exam.)

Grades for paper examinations will be posted in LOMA's learning system several weeks after the paper exams are administered. If you have chosen to receive grade reports via e-mail, your grade will also be e-mailed to you.

Once final grades for exams are posted, it is not possible to make any changes in them. You can view all of your results by logging into LOMA's learning system and checking your Learning History. You will also be able to view a Performance Report, which provides a breakdown of your performance on an exam by chapter.

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