Ohio Peace Officer Training Commission (OPOTC)

A partnership for success

Presented by: Tom Magallanes, Executive Director
Jenn Bersch, Program Manager

November 12, 2020
Agenda

Welcome / Pearson VUE Overview
Solution Overview
Registration & Scheduling
Test Center Network
Security
Results Reporting
COVID-19 Safety Protocols

Committed to
your test
your team &
your candidates’ future
Pearson VUE Overview
PEARSON VUE DELIVERS

16 MILLION EXAMS EACH YEAR
IN MORE THAN 20,000 TEST CENTERS IN
180 COUNTRIES. THAT IS ONE TEST
DELIVERED GLOBALLY EVERY 2.2 SECONDS

A Service company
POWERED BY Technology
Markets in which we operate

- Transportation
- Construction and Engineering
- Health and Medical
- State Occupational Licensing
- Federal
- Public Safety
- Academic / Educators
- Military
- Information Technology
Public Safety clients
Entrusted by state and national partners

<table>
<thead>
<tr>
<th>Ohio State Board</th>
<th>National Business Partner</th>
</tr>
</thead>
<tbody>
<tr>
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<td>National Registry of Emergency Medical Technicians (NREMT)</td>
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</tr>
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<td>Graduate Management Admissions Council (GMAC)</td>
</tr>
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Nearly 159K exams were delivered in Ohio during 2019. Ohio residents seeking certification credential in multiple professional disciplines utilize the Pearson VUE test center network. Examples include a number of medical specialties, inventory control, payroll, technology, etc.
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Solution Overview
OPOTC develops & maintains content

OPOTC issues score report to training programs

Results transmitted to OPOTC

Test administered at testing center

Candidate schedules exam (business rules enforcement)

OPOTC submits candidate eligibility

OPOTC & Pearson VUE

Solution Overview
Registration & Scheduling
Manage your Program

Web services, scheduling on a computer or mobile device, contact center, web chat
Mobile Friendly

- Registration is mobile friendly end to end
- Optimized to fit screen
- Smart search to find a test program
Pearson VUE, Exam Vouchers

- Exam vouchers offer an alternative, convenient way to pay for examinations. Anyone purchasing vouchers can redeem them later when scheduling tests.
  - Valid up to one year from the date of purchase
  - Can be purchased in bulk
  - Can be paid by Credit Card or Check / Money Transfer
  - Voucher fees are non-refundable
  - Prepaid vouchers cover the full exam price of $95.00 per attempt (includes no-shows)
    - Peace Officer Basic, Refresher Peace Officer, Corrections, Private Security

- Voucher order forms can be found at: http://www.pearsonvue.com/oh/post
Test Center Network
Test Center locations

Legend

- P Company-owned and -operated (11)
- Partner locations (59)

Map showing locations of test centers in Ohio, including cities like Defiance, Maumee, Perrysburg, Findlay, Lima, Ada, Piqua, Englewood, Fairborn, Moraine, Piqua, and many others.

Pearson VUE logo at the bottom left corner.
Security
Secure Testing Framework™
A layered approach to test security

- Complex to simple
- Multi-layered approached
- Adaptable to every organization and delivery modality
- Effective tool for test security and program design decisions and planning
- Built upon information security, privacy and quality standards
Privacy and information security layers
Global quality, PII, security and financial accreditations

Business Continuity
• ISO 22301 (Global)

Customer Service
• CCA Global Standard (UK)
• CSE Framework (UK)

Data Privacy
• US EU Safe Harbor (US, UK, Japan)
• Data Protection Act (UK)
• Japanese Privacy Mark

Environmental
• ISO 14001 (UK)

Financial Controls
• PCI-DSS
• SSAE 16 (SOC 1)

Health & Safety
• OHSAS 18001 (UK)

Information Security
• FISMA (US)
• CESG (UK)
• ISO 27001 (Global)

Quality
• ISO 9001 (Global)

IT Service Management
• ISO 20000

Exam Development & Delivery
• ISO 17024
• ISO 22398
• Ofqual

Internal Audit
• ISO 19011

Risk Management
• ISO 31000
Results Reporting
On-Site Testing Receipt

Ohio Peace Officer Training Commission

Sally Sample
123 Street Road
Chicago, IL 12345
Date of Birth: 12/14/XXXX
Candidate ID: 123456
Exam Date: 12/15/19

Examination Name: Ohio Peace Officer Training Commission Exam
Examination Receipt

Score report will be sent to you from the Ohio Peace Officer Training Commission Board.

If you have additional questions about applying for your certification, please contact the Ohio Peace Officer Training Commission Board by phone at XXX-XXX-XXXX.

The authenticity of this score report can be validated by using Pearson VUE’s Online Score Report Authentication found at www.PearsonVUE.com/Authenticate.
Digital Embossing eliminates the possibility of unauthorized embossing of counterfeit score reports.

Registration Number: 123456789
Validation Number: 123456789
IntelliVUE Standard Client Reports

Key Reports

- Training Program Reports
- Authorization Status
- Authorized Test Centers
- Candidate Search
- Individual Candidate Record
- Discount Utilization
- Exam Activity
- Exam Performance Summary
- Exam Reschedule Occurrence

- Test Center Activity
- Pass Rate by Form
- Test Statistics
- Item Statistics
- Exam Summary Report by training program
- Candidate Exam Summary Report by training program
COVID-19 Protocols

Test center health and safety measures
Health and safety measures at Pearson’s Test Center Network

1. Make hand sanitizer available in the waiting area and prior to entering the testing room

2. Increase our cleaning and disinfecting regimens in between all testing appointments

3. Permit candidates to wear disposable gloves if they choose

4. Remind candidates to wash their hands or utilize hand sanitizer upon arrival at the test center

5. Enforce local social distancing requirements
Continued support for OPOTC program

We are committed to:

- work hard to make decisions to enable testing to resume where possible
  - protecting the health and safety of our candidates and employees

- continue to closely monitor the changing health and safety recommendations
  - state, province, and country and adjust our operations and capacity parameters accordingly

- operate at a capacity at Pearson VUE-owned testing centers and partner locations
  - aligned with government guidance and allowances; enforcing appropriate health and safety measures in place
Questions?
Thank you!