Maple Tree
CANCER ALLIANCE

QUALITY ASSURANCE MANUAL

Exercise Oncology Instructor™ Certification

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Introduction

This manual serves as a comprehensive guide and reference document for all stakeholders involved in the Exercise Oncology Instructor™ (EOI) certification process. Our commitment to maintaining the highest standards of quality, fairness, and integrity in the delivery of the EOI certification exam is at the core of our mission.

The field of exercise oncology plays a pivotal role in improving the quality of life and overall well-being of individuals facing the challenges of cancer diagnosis and treatment. Certified EOIs are integral to this process, as they are equipped with the knowledge and skills to guide and support patients in their journey to better health through exercise.

This manual embodies our dedication to upholding the credibility and excellence of the EOI certification. It outlines the policies, procedures, and practices that ensure the fairness, reliability, and validity of the certification exam.

The contents of this Quality Assurance Manual are designed to ensure that all aspects of the EOI certification process are conducted with the utmost professionalism and ethical conduct. It is our collective responsibility to maintain the integrity of this certification, which, in turn, contributes to the well-being of cancer patients and survivors.

Quality Assurance

Quality Assurance Policies and Procedures

Quality-assurance policies and procedures are essential for ensuring the fairness, integrity, and consistency of the delivery of the EOI certification exam. These policies and procedures help maintain the credibility of the certification process and ensure that certified instructors are well-prepared to work with cancer patients and survivors. Here are key quality-assurance policies and procedures for the delivery the EOI exam:

1. CONTENT VALIDITY

The exam content is developed and regularly reviewed by a panel of subject matter experts, including experienced EOIs and healthcare professionals, to ensure its relevance and alignment with current industry standards.

Periodic content reviews are conducted to update the exam content based on the latest research, guidelines, and best practices in exercise oncology.

2. ITEM DEVELOPMENT AND REVIEW

All exam items are developed following established guidelines for item writing and undergo a rigorous review process to assess their quality, clarity, and relevance.

Item writers are trained in item development best practices, and items are reviewed by a team of experts for content accuracy, fairness, and absence of bias.

3. STANDARD SETTING

A standard-setting procedure is employed to establish a passing score (cut score) that is reflective of the minimum competency required to become a certified EOI. The Subject Matter Expert panel, composed of experts in the field, convenes to determine the appropriate cut score based on statistical analyses and expert judgment.

4. TEST SECURITY

Stringent measures are in place to protect the security of exam content and materials to prevent unauthorized access or distribution. Secure storage, encryption of electronic materials, and controlled access to physical exam materials are implemented. Candidates are also required to adhere to a code of conduct that includes policies against cheating and sharing exam content.

5. CANDIDATE ELIGIBILITY VERIFICATION

Candidates must meet specific eligibility requirements to register for the exam. Verification of eligibility includes providing government-issued identification and CPR/AED certification. Candidates may be required to show proof of diploma or proof of graduation in 180 days from taking the exam.

6. EXAMINATION DELIVERY METHODS

The EOI exam is only delivered via Live Remote Proctoring with MonitorEDU. Procedures for exam delivery are clearly defined, and candidates are provided with instructions and requirements specific to Live Remote Proctoring.

7. PROCTORING AND INVIGILATION

Trained proctors oversee live remote proctoring of exams to ensure security and fairness. Proctors are provided with guidelines and protocols for verifying candidate identity, monitoring exam sessions, and reporting any suspicious behavior.

8. ACCESSIBILITY AND ACCOMMODATIONS

Candidates with disabilities are entitled to reasonable accommodations to ensure equal access to the exam. Procedures for requesting and providing accommodations are clearly outlined in the Exam Candidate Handbook, and accommodations are granted in compliance with applicable laws and regulations.

9. DATA SECURITY AND PRIVACY

Candidate data, including personal information and exam results, are treated with utmost confidentiality and protected in accordance with data privacy regulations. Data encryption, secure storage, and limited access to candidate information are maintained to safeguard candidate privacy.

10. APPEALS AND GRIEVANCE PROCEDURES

Transparent and fair procedures are established for candidates to appeal exam-related decisions or file grievances. Candidates are provided with clear instructions on how to initiate appeals or grievances, and a designated committee reviews such cases impartially. These procedures can be found in the Exam Candidate Handbook.

11. ONGOING EVALUATION AND CONTINUOUS IMPROVEMENT

The exam delivery process is subject to ongoing evaluation and improvement based on candidate feedback, exam performance data, and evolving industry standards. Regular reviews are conducted every three years to identify areas for improvement and implement necessary changes to enhance the quality of the exam and its administration.

By implementing and consistently adhering to these quality-assurance policies and procedures, the certification body can ensure the integrity and credibility of the EOI certification exam, ultimately benefiting both certified instructors and the cancer patients and survivors they serve.

Identifying Errors in Certification Activities

The identification of errors in certification activities is critical to maintaining the credibility and integrity of the certification process. This is the systematic process used by the Maple Tree Cancer Alliance (MTCA) Certification Board (CB) to identify and address errors:

1. CONDUCT A REGULAR REVIEW OF EXAMINATION ITEMS

The MTCA CB implements a systematic process for the ongoing review of examination items:

- Periodic Item Review: Regular reviews of exam items are scheduled by the team of subject matter experts to identify any errors, inaccuracies, or content that may have become outdated.

- Content Accuracy Checks: All exam items are factually accurate and up-to-date in line with current research and industry standards are ensured.

- Bias and Sensitivity Review: Items with any potential bias or sensitivity issues that may adversely affect certain candidates are assessed.

2. CANDIDATE FEEDBACK MECHANISM

The MTCA CB has established a feedback mechanism for candidates to report potential errors or concerns about exam content, administration, or scoring. We encourage candidates to provide detailed information when reporting issues.

3. PROCTOR AND ADMINISTRATOR REPORTING

Proctors and exam administrators are trained to be vigilant during the exam administration process and to report any irregularities, technical issues, or suspicious behavior that may indicate errors.

4. CONTINUOUS DATA MONITORING

The MTCA CB continuously monitors exam data for patterns or anomalies that may suggest errors. This includes monitoring candidate performance statistics and item analysis reports.

5. POST-EXAM REVIEW

After each exam administration, the MTCA CB conducts a thorough post-exam review to identify any issues or errors:

- Examine Incident Reports: Reports of incidents or irregularities during the exam, including those submitted by candidates, proctors, or administrators are reviewed.

- Analyze Candidate Performance: Candidate performance to identify potential anomalies or unusual patterns are analyzed.

- Scoring Verification: Accuracy of exam scoring, ensuring that the appropriate scoring rubrics and algorithms were applied correctly is verified.

6. ROOT CAUSE ANALYSIS

When errors are identified, the MTCA CB conducts a root cause analysis to determine why the error occurred. This analysis involves a multidisciplinary team to investigate the issue thoroughly.

7. ERROR RESOLUTION

Once errors are identified and their root causes determined, the MTCA CB takes immediate steps to correct them:

- Content Correction: Erroneous exam items are corrected and the CB ensures that replacement items are thoroughly reviewed and revised, if necessary.

- Candidate Communication: The MTCA CB communicates transparently with affected candidates, providing clear information about the nature of the error, its impact, and any necessary remedial actions.

- Process Improvement: The MTCA CB implements process improvements to prevent similar errors from occurring in the future.

8. CONTINUOUS IMPROVEMENT

The MTCA CB incorporates lessons learned from error identification into the continuous improvement of the certification process. Policies, procedures, and training materials are updated regularly to mitigate the risk of errors.

9. REPORTING AND ACCOUNTABILITY

The MTCA CB maintains records of identified errors, their resolution, and any corrective actions taken, and ensures accountability within the error identification team and the broader certification program.

Review of Policies and Procedures

The MTCA CB performs a review of certification program policies and procedures every three (3) years. The review of policies and procedures is documented, and all manuals are updated and posted to **www.mapletreecanceralliance.org/get-certifed/ resources**.

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