
CRITICAL INCIDENTS REQUIRED TABLE FOR IBCA ACTION

Critical Incidents Required Table For IBCA Action

CIR#	EXAM PROBLEMS/ IMPROVEMENT AREAS	MNCI* REQUIRED FOR INITIATING IBCA ACTION/ INVESTIGATION ON THE COMPLAINT	PRESCRIBED IBCA ACTIONS/ INTERVENTIONS IF REPORTED PROBLEM FOUND CORRECT, VALID, AND GENUINE
CIR 1	Question(s) out of prescribed IBCA scope	Such reports from at least 50 other examinees for each question	All affected examinees awarded 100% marks for each error-validated question; and the target question-item(s) is extinguished from the IBCA question bank.
CIR 2	Question(s) related to topics not covered in Training by an authorized IBCA education/ training provider or university partner or a corporate partner	20 such reports for each question from examinees of the same training provider	All affected examinees awarded 10% marks for each error-validated question; IBCA initiates a global review exercise for the target question; seeks explanation from the training provider and instructs for corrections in training.
CIR 3	Exam questions skewed toward specific themes; imbalanced coverage	Such reports from at least 50 other examinees for each reported question	All affected examinees awarded 100% marks for each error-validated question; and the target question-item(s) is extinguished from the IBCA question bank.
CIR 4	Question not relevant to the certification	Such reports from at least 50 other examinees for each question	All affected examinees awarded 100% marks for each error-validated question; and the target question-item(s) is extinguished from the IBCA question bank.
CIR 5	Wrong/ irrelevant answer option(s)	Such reports from at least 50 other examinees for each question	All affected examinees awarded 100% marks for each error-validated question; and the target question-item(s) is extinguished from the IBCA question bank.
CIR 6	Exam time too short	Such reports from 200 other examinees from around the world	All affected examinees offered another free-of-charge resit opportunity; exam time recalibrated globally.

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CIR 7	Language mistakes; spelling errors; structure problems	10 such reports from other examinees for each question	All affected examinees awarded 100% marks for each error-validated question; and the target question-item(s) is extinguished from the IBCA question bank.
CIR 8	Question(s) too difficult	Such reports from at least 200 other examinees from around the world for each question	All affected examinees awarded 100% marks for each error-validated question; and the target question-item(s) is extinguished from the IBCA question bank.
CIR 9	Question(s) too easy	Such reports from at least 200 other examinees from around the world for each question	All affected examinees awarded 100% marks for each error-validated question; and the target question-item(s) is extinguished from the IBCA question bank.
CIR 10	Question did not appear on the screen of the computer test station at the time of exam	One examinee's report is enough	The affected examinee is awarded 100% marks for each error-validated question.
CIR 11	Computer hardware problem(s) (mouse was not working fine or the monitor display had some issues)	One examinee's report is enough	All affected examinees offered another free-of-charge resit opportunity.
CIR 12	Exam guidelines/ policies, processes not clearly communicated; not comprehensible	Such reports from at least 50 other examinees for each question	IBCA shares a redrafted set of policies and processes etc., all affected examinees offered another free-of-charge resit opportunity.

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CIR 13	Exam taken but scores not received (programming error)	One examinee's report is enough	Examinee's result shared with him within 48 work hours from the date of the report.
CIR 14	Mock tests displayed on the screen instead of the real exam	One examinee's report is enough	The affected examinee is awarded 100% marks for each error-validated question.
CIR 15	Non-Comprehension of the exam questions due to language/ logic issues	Such reports from at least 200 other examinees from around the world for each question	All affected examinees awarded 100% marks for each error-validated question; and the target question-item(s) is extinguished from the IBCA question bank.
CIR 16	Delay in exam results	One examinee's report is enough	Examinee's result shared with him within 48 work hours from the date of the report.
CIR 17	Scoring/ totalling errors	One examinee's report is enough	Examinee's correct scores and result shared with him within 48 work hours from the date of the report.
CIR 18	Exam questions already on different blogs online	One examinee's report is enough	All affected examinees awarded 100% marks for each error-validated question; and the target question-item(s) is extinguished from the IBCA question bank.

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CIR 19	Repeat of same question(s) in the same exam	One examinee's report is enough	All affected examinees awarded 100% marks for each error-validated question; and the target question-item(s) is extinguished from the IBCA question bank.
CIR 20	Repeat of same answer-option in a question	One examinee's report is enough	All affected examinees awarded 100% marks for each error-validated question; and the target question-item(s) is extinguished from the IBCA question bank.
CIR 21	Answer options missing/ not correctly structured	One examinee's report is enough	All affected examinees awarded 100% marks for each error-validated question; and the target question-item(s) is extinguished from the IBCA question bank.
CIR 22	Exams screens not labelled properly which could lead to confusion	One examinee's report is enough	A formal apology from IBCA to the all affected examinees & instruction to the test manager (proctor) for fixing the problem.
CIR 23	Unable to go to the previous or the next question during the exam	One examinee's report is enough	A formal apology from IBCA to the all affected examinees & instruction to the test manager (proctor) for fixing the problem.
CIR 24	No intimation by the assessment partner/ test sponsor in case of uncertain events like rains, floods, earthquake	One examinee's report is enough	A formal apology from IBCA to the all affected examinees & instruction to the test manager (proctor) for fixing the problem.

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CIR 25	Non-cooperation of proctor during the exam	One examinee's report is enough	A formal apology from IBCA to the all affected examinees & instruction to the test manager (proctor) for fixing the problem.
CIR 26	Proctor delaying the exam due to exam formalities	Such reports from at least 3 other examinees	A formal apology from IBCA to the all affected examinees & instruction to the test manager (proctor) for fixing the problem.
CIR 27	Proctor helping the candidate solving the exam (Cheating)	Such reports from at least 3 other examinees	Cancellation of the exam held during that session; the identified staff expelled; the dishonest examinees barred for life from IBCA.
CIR 28	Computer program crashed during the exam	One examinee's report is enough	A formal apology from IBCA to the all affected examinees & instruction to the test manager (proctor) for fixing the problem.
CIR 29	Answers not saving in the background when moving ahead	One examinee's report is enough	A formal apology from IBCA to all the affected examinees & instruction to the test manager (proctor) for fixing the problem; affected examinees may be given another free-of-charge opportunity to take the certification exam.
CIR 30	Computer program crashed during the exam and the solved questions not saved when exam session was resumed on the same or other computer machine	One examinee's report is enough	A formal apology from IBCA to all the affected examinees & instruction to the test manager (proctor) for fixing the problem; affected examinees may be given another free-of-charge opportunity to take the certification exam.

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