

INTEGRATED EXAMINATION SERVICES PROGRAM



PURPOSE

The Integrated Examination Services Program (IESP) was established to develop and implement a contract for computer-based testing (CBT) for occupational licensure examinations. This program, administered by the Office of Professional Examination Services (OPES), offers an affordable, timely, more secure, paperless examination and licensure process. Automation ensures a more efficient business operation and provides better service to candidates, consumers, and clients.

PROCESS

OPES procures and manages the CBT contract through a competitive evaluation process. The resulting contract enables any board, bureau, or committee within the Department of Consumer Affairs (DCA) to contract for CBT services without the need to conduct individual procurement processes. A release order with individual specifications is customized for each client.

SERVICES

- ✓ Eligibility notification
- ✓ Candidate handbook distribution
- ✓ Scheduling
- ✓ Candidate security form signature
- ✓ Candidate security ID photo
- ✓ Candidate briefing and tutorial
- ✓ CBT administration
- ✓ Post-test survey
- ✓ Nationwide CBT administration
- ✓ Immediate score reporting
- ✓ Score report with digital photograph
- ✓ Biometric scanning
- ✓ License printing with or without photograph
- ✓ Private adjacent room rental for ADA candidates' reasonable accommodations
- ✓ Security consultation

BENEFITS

Participation in IESP provides the following benefits:

- ✓ Eliminates the need to contract individually for examination administration service functions, examination sites, and proctor staff.
- ✓ Provides clients with access to a CBT provider and to commence work promptly.
- ✓ Provides fair and reasonable rates established through a competitive evaluation process.
- ✓ Provides fixed rates for a minimum of three (3) years.

COSTS

IESP fees were established through a competitive evaluation process. Fees for services are assessed on a per-function/per-candidate basis and are presented in a cafeteria-style menu for ease of use. The total costs may vary from client to client depending on selected services and needs.

CONTACT

To learn more about these and other examination-related services, please contact OPES at (916) 575-7240.