

# Gameplan Testing Center Terms

Version 1

August 27, 2026

These terms govern a customer's administration of Gameplan Certification Exams using customer-designated Proctors.

## 1. Application and Agreement Structure

These Gameplan Testing Center Terms (the "Testing Center Terms") apply when a customer of Gameplan ("Gameplan") elects to administer a Gameplan Certification Exam using personnel designated by that customer. The customer is referred to in these Testing Center Terms as the "Testing Center."

These Testing Center Terms form part of the agreement between Gameplan and the Testing Center (the "Agreement") only from the time specified in the applicable Service Agreement. Purchasing or possessing exam vouchers alone does not make a customer a Testing Center. No separate organizational application, acceptance, or prior approval is required unless the applicable Service Agreement expressly states otherwise.

The Service Agreement, the Gameplan Terms of Service – U.S. Schools and Organizations available at <https://gameplan.com/tos>, the applicable Data Processing Agreement, these Testing Center Terms, and any other incorporated documents collectively form the Agreement. If there is a conflict, the order of precedence stated in the Service Agreement and Terms of Service applies. In particular, the applicable Data Processing Agreement controls with respect to the Processing of School Data and Student Data, and these Testing Center Terms control with respect to the Testing Center's administration of Certification Exams.

Capitalized terms not defined here have the meanings given to them in the Service Agreement, Terms of Service, or applicable Data Processing Agreement.

## 2. Definitions

"Candidate" means an individual who registers for, is scheduled to take, or takes a Certification Exam.

"Certification Exam" means an examination administered through or on behalf of Gameplan to assess a Candidate's knowledge or skills and, where applicable, issue a Credential.

"Credential" means a certificate, badge, credential identifier, verification record, or other recognition issued by Gameplan following satisfaction of the applicable certification requirements.

"Program Procedures" means the current written operational instructions, training materials, security rules, technical requirements, accommodation procedures, and other examination-administration materials that Gameplan makes available for the applicable certification program.

“Proctor” means an individual designated or permitted by a Testing Center to administer, supervise, or support the administration of a Certification Exam.

“Testing Session” means an in-person or remote administration of one or more Certification Exams under the supervision of a Proctor.

### **3. Authorization and Permitted Scope**

The Testing Center may administer only the Certification Exams, vouchers, Candidate groups, locations, delivery methods, and Testing Sessions permitted under the Agreement and applicable Program Procedures.

Unless Gameplan expressly authorizes otherwise in writing, the Testing Center may administer Certification Exams only for Candidates participating in its own educational, training, workforce, or internal programs. It may not operate as a commercial testing center for unrelated third parties; sell, sublicense, or transfer proctor access; or allow another organization to administer Certification Exams under its account.

The Testing Center is responsible for its organizational obligations under these Testing Center Terms and for the acts and omissions of its administrators, employees, agents, and Proctors acting within the scope of their authority, to the extent attributable to the Testing Center under applicable law. The Testing Center is not responsible solely because a Candidate independently violates examination rules, unless the Testing Center’s negligence, willful misconduct, or knowing failure to take reasonable corrective action after notice materially contributed to the violation.

### **4. Testing Coordinator and Proctor Designation**

The Testing Center shall designate at least one authorized administrator or testing coordinator to manage its certification activity, communications, Proctor access, Candidate scheduling, and incident response. It shall keep the coordinator’s contact information accurate and current.

The Testing Center may designate an employee or contractor as a Proctor only if the individual: (a) is at least eighteen (18) years old; (b) is authorized by the Testing Center; (c) completes the training required by Gameplan; (d) personally accepts the Gameplan Proctor Terms available at <https://gameplan.com/proctor-terms>; and (e) satisfies any additional objective qualification stated in the Program Procedures.

A teacher may proctor a Certification Exam for students whom the teacher instructs, provided the teacher follows all security, impartiality, and non-assistance requirements. A Proctor may not supervise their own examination, impersonate a Candidate, or administer an examination where a direct personal or financial conflict would reasonably call the integrity of the Testing Session into question. The Testing Center shall disclose a material conflict to Gameplan and follow Gameplan’s reasonable written direction.

The Testing Center shall promptly revoke or request removal of Proctor or administrator access when an individual no longer performs that role, leaves the organization, fails to maintain qualification, or presents a security or integrity concern. Accounts and credentials are personal and may not be shared.

## **5. Candidate Registration, Eligibility, and Notices**

The Testing Center shall use reasonable measures to ensure that Candidate registration, affiliation, eligibility, voucher, and scheduling information submitted to Gameplan is accurate. It shall not knowingly register an ineligible Candidate or permit a voucher to be used by someone other than the assigned or authorized Candidate.

Before a Certification Exam begins, the Testing Center shall ensure that the Candidate receives and, where required, acknowledges the applicable examination rules, confidentiality requirements, Candidate Terms, and privacy notices. The Testing Center is responsible for providing notices and obtaining any consent, permission, or other legal authority required of it under applicable law, including for minors, while Gameplan remains responsible for its independent obligations.

The Testing Center shall use the identity-verification method stated in the Program Procedures. It shall not copy, upload, retain, or transmit a government-issued identification document unless the Program Procedures expressly require it and the collection is legally permitted. Where a Candidate is personally known to an authorized school official, the Program Procedures may permit an institutional attestation instead of collection of an identification document.

## **6. Testing Environment and Technical Requirements**

The Testing Center may administer Certification Exams in person or remotely, provided the applicable delivery method is supported by Gameplan and the Testing Session follows the Program Procedures.

For each Testing Session, the Testing Center shall provide or require an environment that is reasonably quiet, appropriately supervised, accessible, and suitable for secure testing. It shall use devices, browsers, networks, software, and configurations that meet Gameplan's current technical requirements and shall perform any required readiness checks before the scheduled session.

The Testing Center shall take reasonable measures to prevent access to unauthorized notes, websites, applications, devices, communication tools, recording tools, artificial-intelligence tools, and assistance. It shall arrange workstations, cameras, audio, screen visibility, and Proctor-to-Candidate ratios as required by the Program Procedures.

For remote Testing Sessions, the Testing Center shall ensure that the Proctor can supervise the Candidate through the method required by the Program Procedures and that the Candidate is informed of the applicable camera, microphone, screen-sharing, environment-check, or recording requirements before the session. Neither the Testing Center nor a Proctor may make a personal recording or use monitoring that is not authorized by Gameplan. Gameplan will require recording only where expressly enabled for the applicable program and supported by an appropriate privacy notice and legal basis.

## **7. Examination Security and Standardized Administration**

Certification Exam content, item banks, answer options, scoring methods, access codes, and non-public security procedures are Gameplan Confidential Information and may include trade secrets. The Testing Center shall protect them using at least reasonable care and shall disclose them only to persons authorized by Gameplan who need access for an approved purpose.

The Testing Center and its Proctors shall administer each Certification Exam under standardized conditions, subject only to approved accommodations. They shall not preview exam content beyond what is technically unavoidable, copy or reconstruct questions, create teaching materials from an examination, disclose or discuss exam content, provide answers or hints, coach a Candidate during an examination, alter an answer, manipulate a result, or allow unauthorized assistance.

The Testing Center shall securely control exam vouchers, launch codes, passwords, Proctor credentials, and other restricted materials. It shall not share them through public channels or retain them in an insecure location.

The Testing Center shall promptly act on suspected misconduct and shall not pressure a Proctor to overlook a violation, improve pass rates, or favor any Candidate. Compensation, performance evaluation, or other incentives for a Proctor must not be tied to a Candidate's score or pass result in a manner that compromises impartial administration.

## **8. Testing Accommodations and Accessibility**

The Testing Center shall provide Candidates with a reasonable and accessible process for requesting testing accommodations and shall submit or verify requests promptly enough to allow the Candidate to test in the applicable testing cycle. It shall not impose unnecessary documentation requirements or require Gameplan to receive underlying medical or diagnostic records unless legally necessary and expressly requested.

Where permitted by the Program Procedures, an authorized school or organization official may attest that an accommodation is supported by an Individualized Education Program, Section 504 plan, prior testing accommodation, or other appropriate documentation retained by the Testing Center. Gameplan and the Testing Center will limit information exchanged to what is reasonably necessary to evaluate and administer the requested accommodation.

A Proctor may implement only an accommodation approved or authorized for the applicable Candidate and Testing Session. If a requested accommodation could alter a skill that the Certification Exam is intended to measure or materially compromise examination integrity, Gameplan and the Testing Center will work in good faith to identify an effective alternative where required by applicable law.

Gameplan will not identify or flag a score or Credential solely because a Candidate used an approved disability-related accommodation.

## **9. Conduct of Testing Sessions**

The Testing Center shall ensure that a qualified Proctor is present and able to supervise throughout each Testing Session, except during a brief interruption handled in accordance with the Program Procedures. A Proctor may supervise multiple Candidates only where the delivery method and applicable Proctor-to-Candidate ratio permit it.

The Proctor may answer procedural or technical questions but may not interpret exam content, define a tested concept, confirm whether an answer is correct, or otherwise assist a Candidate with the substance of the Certification Exam.

The Testing Center shall ensure that breaks, restarts, resumptions, time extensions, workstation changes, and session terminations are handled only as allowed by the Program Procedures. It shall not create a second attempt or issue a replacement voucher on its own unless authorized by Gameplan.

## **10. Irregularities, Technical Failures, and Incident Reporting**

The Testing Center and its Proctors shall promptly pause, secure, or end the affected Testing Session when reasonably necessary to protect a Candidate, prevent further compromise, respond to a technical failure, or preserve examination integrity.

The Testing Center shall notify Gameplan without undue delay of suspected cheating, impersonation, unauthorized assistance, disclosure or capture of exam content, loss or misuse of restricted credentials, material departure from approved conditions, significant technical failure, privacy or security concern, or other irregularity identified in the Program Procedures.

Incident reports must be accurate, factual, and limited to information reasonably necessary for Gameplan to investigate and determine an appropriate response. The Testing Center shall preserve relevant authorized records, cooperate with a reasonable investigation, and avoid discussing a non-public investigation except with persons who need to know.

The Testing Center shall not independently promise a Candidate that a result will be validated, invalidated, replaced, refunded, or appealed. Gameplan will determine the status of an affected attempt, voucher, result, or Credential under the Agreement and applicable Program Procedures.

## **11. Candidate Data, Privacy, and Records**

The Testing Center shall access and use Candidate information, Certification Records, accommodation information, and incident information only for authorized educational, testing, support, security, and legal purposes. Access shall be limited to personnel with a legitimate need to know.

The applicable Data Processing Agreement controls Gameplan's Processing of School Data and Student Data. Nothing in these Testing Center Terms authorizes Gameplan or the Testing Center to use such data for advertising, marketing, commercial profiling, data brokerage, or an unrelated commercial purpose.

The Testing Center shall not maintain unofficial copies of Certification Exam content, Candidate answers, identity documents, recordings, or Certification Records. Any temporary local record permitted by the Program Procedures must be secured, transmitted only through an approved method, and deleted when no longer required for the authorized purpose.

If a Security Incident involves information handled by the Testing Center or a Proctor outside Gameplan's systems, the Testing Center shall promptly notify Gameplan and comply with its own legal and contractual incident-response obligations.

## **12. Review, Monitoring, and Cooperation**

Gameplan may use reasonable measures to verify compliance and protect examination integrity, including reviewing certification records and incident reports, analyzing testing patterns, requesting supporting information, observing a Testing Session, or conducting a proportionate compliance review. Except where advance notice could compromise an investigation or immediate action is reasonably necessary, Gameplan will provide reasonable notice and avoid unnecessary disruption.

The Testing Center shall provide reasonable cooperation and access to relevant authorized records, personnel, and testing areas, subject to applicable law, the Data Processing Agreement, student privacy, safety, and reasonable security requirements. Gameplan shall not require access to unrelated education records, medical records, or other data not reasonably necessary for the review.

The Testing Center may submit a written response or appeal an examination-integrity decision in accordance with the applicable Program Procedures.

## **13. Suspension, Revocation, and Consequences**

Gameplan may restrict a Proctor or administrator, suspend an affected Testing Session or delivery method, suspend the Testing Center's examination-administration privileges, or revoke its status as a Testing Center if Gameplan reasonably determines that: (a) a material violation of the Agreement or Program Procedures has occurred; (b) the Testing Center or a Proctor is no longer qualified; (c) continued activity creates a material security, privacy, legal, Candidate-safety, or examination-integrity risk; or (d) suspension is required by applicable law.

Gameplan will use a proportionate remedy, limit an interim suspension to the scope and duration reasonably necessary, and provide prompt notice and a reasonable opportunity to respond where legally and practically possible. Deliberate fraud, theft or disclosure of exam content, impersonation, repeated violations, obstruction of an investigation, or an immediate material risk may justify action without a prior cure period.

Gameplan may withhold, review, invalidate, suspend, or revoke an affected exam result or Credential where supported by credible evidence and permitted by the Agreement. Gameplan will not invalidate unrelated results solely because another Candidate, Proctor, or Testing Session was affected.

If a voucher or attempt is lost because of a material violation attributable to the Testing Center or its authorized personnel, Gameplan is not required to provide a refund or replacement. If Gameplan cancels a valid Testing Session for reasons not attributable to the Testing Center or Candidate, Gameplan will reinstate the voucher or provide a reasonable replacement opportunity.

#### **14. Program Procedures and Changes**

The Testing Center shall follow the Program Procedures made available for the applicable certification and delivery method. Gameplan may update operational procedures, exam versions, scoring requirements, security controls, technical requirements, and similar program details as permitted by the Agreement when reasonably necessary to maintain accuracy, security, integrity, accessibility, or relevance.

An operational update does not amend the Agreement and may not increase the Testing Center's fees, materially expand Gameplan's rights to Process Customer Data, materially reduce Gameplan's privacy or security commitments, or materially change the parties' liability or termination rights without the written agreement required by the Agreement.

Gameplan may publish updated Testing Center Terms for future Service Agreements and renewal periods. The version incorporated into the Testing Center's Agreement remains applicable during the then-current term except for changes strictly required by law or agreed in writing.

#### **15. Term and Effect of Termination**

These Testing Center Terms take effect when the customer elects to act as a Testing Center under the applicable Service Agreement and remain in effect for as long as the customer is authorized to administer Certification Exams or retains Certification Records or other obligations that survive examination administration.

Expiration or termination of Testing Center status immediately ends the right to schedule or administer new Certification Exams, but does not by itself terminate the remainder of the Service Agreement. The Testing Center shall stop using Proctor functionality, secure or return restricted materials as directed, and cooperate in resolving pending Testing Sessions, incidents, results, appeals, and Candidate communications.

Confidentiality, examination-security, data-protection, records, investigation, remedies, and provisions that by their nature should survive will continue after termination.

#### **16. Liability, Disputes, and General Terms**

These Testing Center Terms do not create a separate liability cap, indemnification obligation, warranty, or dispute-resolution process. The limitations of liability, third-party claim provisions, governing law, dispute resolution, notices, assignment, force majeure, severability, and other general provisions of the Agreement apply to activities under these Testing Center Terms.

The Testing Center and Gameplan are independent contractors. Nothing here creates an employment, agency, franchise, fiduciary, joint-venture, or partnership relationship, and neither party may bind the other except as expressly stated in the Agreement.

Questions regarding these Testing Center Terms or testing operations may be sent to [info@gameplan.com](mailto:info@gameplan.com). Suspected security incidents should be reported to [security@gameplan.com](mailto:security@gameplan.com).