

173-14-10**Deployment and certification exams.**

(A) Deployment and certification exams: The SLTCO shall develop deployment and certification examinations that are fair and that test candidates on content received through the professional development sessions under rule 173-14-05 of the Administrative Code. Any time curriculum is modified, and at least once per year to the extent practicable, the SLTCO shall validate the exams to ensure they are fair and test candidates on material provided through the professional development sessions under rule 173-14-05 of the Administrative Code.

(B) Deployment exams: The SLTCO shall notify the candidate and the candidate's regional director in writing of the SLTCO's approval of deployment.

(C) Certification exams:

(1) The state office shall provide a review of the curriculum tested on the certification exam to candidates for certification as ombudsman specialists and ombudsman program directors before administering the certification exam if the state office trained the candidates and the candidates are eligible to take the certification exam.

(2) The regional programs shall proctor and score any exam given to candidates for associate certification. The state office shall proctor all exams given to candidates for specialist, program director certification, and associates affiliated with the state office.

(3) As soon as practicable, SLTCO shall score the specialist and program director exam in a way that protects the identity of the candidate taking the exam from the person scoring the exam whenever possible.

(4) The SLTCO shall notify the candidate and, when appropriate, the regional program director, of the result. The SLTCO may provide a list of suggested continuing education topics to the candidate and, when appropriate, the regional program director.

(5) The SLTCO shall provide each candidate and the candidate's supervisor with an opportunity for a proctored review of the candidate's exam during the thirty-day review period after the SLTCO releases the candidate's results. After the thirty days, the SLTCO shall destroy the exam according to state record retention schedules.

(6) The SLTCO shall provide technical assistance to paid staff of the office and to volunteers of the state office. The regional programs may provide technical assistance to their volunteers.



Replaces: 173-14-10  
Effective: 9/1/2024  
Five Year Review (FYR) Dates: 08/31/2029

CERTIFIED ELECTRONICALLY

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Certification

08/22/2024

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Date

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Statutory Authority: 121.07, 173.01, 173.02, 173.16; 42 U.S.C. 3025,  
3058g; 42 C.F.R. 1321.11, 1324.11, 1324.13, 1324.15  
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