PART II – CSCA EXAM
WEBINAR
JUNE 24, 2020
Welcome…
Part II – CSCA Exam

24 JUNE 2020
We remind our members and webinar attendees that APSCA meets and complies with GDPR.

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WEBINAR TOPICS
PART II CSCA EXAM

1 Hour

Agenda

- Introduction to CSCA Exam
- Exam Development
- About Part II & Scoring
  - Answer Selections
  - Scoring & Results
- Preparing for the Exam
- Test Taking Skills

Things to Consider

Conclusion

Q&A Time
Part II – CSCA Exam

Introduction to CSCA Exam
The CSCA exam provides a formal assessment of auditor proficiency in the areas of **functional knowledge** and **foundational skills** as per the **Competency Framework**.
Part II – CSCA Exam
## APSCA’S CSCA EXAMS

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<td>Multiple-choice</td>
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CSCA EXAMS I-III

PART I
100 Multiple Choice Questions
Pass mark 75%+

PART II
Case Study with Multiple Choice and Short Answer Questions
Pass mark 75%+

PART III
Interview 1:1 role play – 3 Scenarios
Pass Mark 75%+
EXAMS
CSCA EXAM PART II

Snapshot – Part II Cumulative Exam Results

CSCA Exam Part II

72% Pass Rate

April 2019-30 May 2020
1204 Exams
I selected to sit the exam in Spanish; however the questions/answers are written in both English and Spanish – why?
READ THE AUDITOR HANDBOOK
All APSCA exams are proctored online through ProctorU.

1. Read the Auditor Handbook
2. Test your Equipment (before the exam)
DO

✓ FOLLOW AUDITOR HANDBOOK

✓ USE THE “NEED HELP CHAT NOW” FEATURE IMMEDIATELY

DON’T

DO NOTHING

EMAIL APSCA ASKING FOR OUR HELP.
TESTING EQUIPMENT & CONNECTING TO A LIVE TECHNICIAN

STEP 1.
Conduct a pre-check of your media equipment

AND

STEP 2.
Connect with a live technician

HELPFUL TIP:
See Auditor Handbook for detailed instructions for how to test equipment & connect to a live technician via ProctorU
EXAM INTEGRITY

- APSCA alerted of violation

Leading to:
- Disallow exam
- Moved to ASCA
- Can not re-sit for a period of up to 12 months
Why does APSCA use third party proctoring, why not have this exam as in-person exam or have our firms watch us?
Learn more about APSCA’s CSCA exam proctoring (YouTube)

CLICK Here TO VIEW VIDEO
PART II & SCORING

Format
Single case-study; 2-hour exam

Questions
• 42 questions presented to the Auditor.
• Each Multiple Choice / True/ False question is worth 1 point.
• Short answer essay questions worth between 3-5 points each.

Other Considerations
• Read each question carefully.
• Consider each question in terms of the parameters of the case study.

HELPFUL TIP:
Consult your Auditor Handbook for sample questions.
PART II & SCORING

ANSWER SELECTIONS

Short Answer Questions:
• Do not repeat yourself.
• Ensure that you are answering the question being asked.

Multiple Choice Questions:
• Consider each question in terms of the parameters of the case study.
• “Select all that apply (2) or (3)”
• Each incorrect response = -0.25 point
• Ensure you follow the directions carefully and ONLY select the number of answers, as applicable.
• If question does not state “Select all that apply (#)” this question ONLY has one (1) correct answer – i.e. only one answer should be selected.
How does APSCA score the short answer questions?

Is there a word limitation for the responses?
Heard the Case Study is from an Asian Country – when we aren’t from Asia how do we manage?

If there is conflicting requirements between programs, law etc, which do we follow?
English is not my mother tongue - will Part II be available in other languages, and if so, when?
HELPFUL TIPS / COMMON ERRORS

• **Use the 2 hours** to complete the exam – no bonus points for finishing early!
• **Read the Case Study carefully**, make notes, use the highlight function
• Ensure you **triangulate information** throughout
• **Read questions carefully** – Be clear about what the question is asking
• If Short Answer is worth 3 points that means there are at least 3 right answers. If you have only found 1 – look again

**Work with training team on**
• Discrimination
• Forced Labour
• Inconsistent records
HELPFUL TIPS / COMMON ERRORS - CONTINUED

• Approach (methodology) to resolving health and safety issues – what is ideal and what is practical? Where should the focus be?

• Identifying vs. implementing grievance procedures
  o General vs. scenario-specific

• The difference between working hours and inconsistent records
  o What does this mean exactly?
  o Working hours: scheduling
  o Inconsistent records: one record shows one reality, another record or interview shows different
  o Testimony of workers and management is something else, but could offer insight into working hours

• What type of records other than payroll, time records, etc. would be indicators of work being conducted

• In what ways might migrant workers be marginalized in the factory (esp. by comparison to local workers)?
SCORING AND RESULTS

EXAM TAKEN

SCORING

Due to short answer essays, each Part II exam receives a review and analysis by the Exam Team.

Passing score is: **75%+**

IF 74% or less - auditor reassigned to ASCA until Auditor sits and passes Part II exam.

RESULTS

Results typically issued approx. **14 business days** from the date of exam

Results issued:
- By email and
- the auditor’s account.

**Helpful Tip:** Check email spam/junk folders for relevant email from our Exam Team regarding results.

REMINDER

Auditors must obtain approval from their Member Firm to sit all exams.

Do **NOT** schedule an exam without having received permission from APSCA.

Invoices must be paid at least **14 days** prior to the exam being sat.
Why does an auditor need to be moved to ASCA when they fail an exam – especially Part II?
EXAM DUE DATES FOR PART II

Part II exam due dates are applicable to any auditor who successfully passed Part I 90+ days prior to the Part II deadline.

If you are unsure whether this applies to you please contact us at director@theapsca.org

2020-2021
PART II
• 30 September 2020
Part II Chinese (Traditional/ Simplified)

• 30 March 2021
Part II English/ Spanish
(amended from September 2020)
Part II – CSCA Exam

Preparing for the Exam
PREPARING FOR THE EXAM

- **Auditor Handbook v10 (as of June 2020)**
  Read the current version of the Auditor Handbook, including the Glossary of Terms carefully.

- **Language**
  Sit exams **ONLY** in the language you are advanced.
  Current Languages: English, Spanish, Chinese (Simplified & Traditional)
  Need to update? Contact Data.Administrator@theapsca.org

- **Test Equipment - ProctorU**
  Exam includes testing your equipment and connecting to a live technician. Detailed guidance on this can be found in the Auditor Handbook.
DID YOU KNOW??

Language offerings for our exams are informed by languages noted across our auditor membership.

Ensure you include your native language in your profile.
PREPARING FOR THE EXAM

What resources are permitted for this exam?

See *Auditor Handbook*, resources allowed for Part II are:

- A basic calculator (that is NOT on a phone or computer)
- Pen or pencil
- One (1) blank piece of A4 or letter size paper

**Note:** The case study is visible on the screen - There is a highlighting function and a place to type notes.
Part II – CSCA Exam

Test Taking
Skills
TEST TAKING SKILLS

Each CSCA exam format is different.

For Part II, carefully read the instructions, case study appendix, questions, and all response options (where applicable) before answering.

Time management is important.

- Be mindful of the 2 hours provided.
- Review your answers prior to submission.
- Understand the time limits and monitor your progress throughout the exam.

Helpful Tip: Do not spend excessive time on questions for which you do not have an answer.

If you are uncertain about a question, note that question and allow time to return for review.
Part II – CSCA Exam

Things to Consider
PREPARING FOR YOUR NEXT EXAM?

• Review your **Exam Results Report** provided by email and posted to your **APSCA account**. Focus your study efforts on areas of opportunity.

• Read the Auditor Handbook

• Liaise with your training team

⚠️ When you are ready to sit, work with your Firm. Do **NOT** just schedule an exam without prior approval.

**REMINDER**
Ensure **before** scheduling to sit exams you obtain approval from your Member Firm who has worked with APSCA to confirm your eligibility.
SITTING PART II AGAIN?

- **Review** areas of opportunities highlighted in your Exam Results Report
- **Visit** all areas suggested - APSCA website, Competency Framework, webinars, etc.
- **Read** the full Auditor Handbook (back-to-front) - Already read it? Good, read it again!
- **Listen** to the webinars on the APSCA website
- **Read** the Competency Framework
- **Consult** your Member Firm for training materials

Use the time to:

<table>
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<th>• Review exam content and topics</th>
<th>• Access available resources</th>
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Come to your next exam confident!
HELPFUL REMINDERS

- **Be well rested** – schedule exams at a reasonable hour and safe environment
  Avoid booking exams late evening, or after a long day of auditing.

- **Review** the Auditor Handbook.

- **Visit** APSCA’s website – [www.theapsca.org](http://www.theapsca.org)
Part II – CSCA Exam

Conclusion
Don’t be scared. Be prepared!

APSCA appreciates your hard work and dedication to achieving APSCA’s Mission for our industry of

*Enhancing the professionalism, consistency, and credibility of the social compliance industry.*

We welcome your feedback.

**Good luck on your exam!**

Send feedback/comments on exams to:

director@theapsca.org
STAY UPDATED

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Questions?
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