**Calix Certification Exam and Virtual Lab Creation Process**

At Calix, we are committed to providing reliable and valid certifications that accurately reflect the skills and knowledge required for job performance. Below is an overview of our certification creation process, the measures we take to ensure reliability and validity, and the procedures for disputing scores or challenging material.

**Certification Creation Process**

1. **Development of Questions**:

   o Six subject matter experts (SMEs) collaborate to develop questions focused on key areas identified as critical for job performance in the certification domain.

2. **Stakeholder Collaboration**:

   o This process is a joint venture between Success Education and the Global Architecture Practice team, ensuring a comprehensive and well-rounded approach.

3. **Standards and Review**:

   o The developed questions undergo a rigorous review by SMEs to ensure accuracy and relevance.

   o A beta test is conducted with a minimum number of participants to gather performance data and feedback.

   o Feedback from the beta test is used to ensure that the content and the delivery conditions of the exam are fair and reliable.

**Ensuring Reliability and Validity**

1. **Expert Review**:

   o Our SMEs meticulously review the content to ensure it meets the highest standards of quality and relevance.

2. **Analysis**:

   o We review performance data from the beta test to validate the content and difficulty of the certification.

3. **Continuous Improvement**:

   o Certifications are regularly reviewed and updated to maintain their relevance and accuracy, incorporating feedback from participants and industry developments.

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**Disputing Scores and Challenging Material**

1. **Dispute Process**:

   o Customers who wish to dispute a score or challenge the material can do so by submitting a request to [training@calix.com](mailto:training@calix.com)

   o They will be contacted for follow-up by the Success Education team and will have their request reviewed in a timely manner.

2. **Review and Resolution**:

   o Disputes and challenges are reviewed by a panel of Calix-designated SMEs.

   o The typical timeline for resolution is 6 weeks, ensuring a thorough and fair review process.

**Additional Information**

For any further questions or to initiate a dispute, please contact our support team at [training@calix.com](mailto:training@calix.com)