



2023 CREDENTIALING CONFERENCE

AGENDA

CLIENT DAY SPECIAL EVENT

Sessions designed for ANAB-accredited clients

Expert guests, assessors, and committee members

DAY 1, TECHNICAL WORKSHOP

Topics in Psychometrics and Test Development

Led by qualified ANAB assessors

DAY 2, TECHNICAL WORKSHOP

Topics in Management Systems

Led by qualified ANAB assessors

DAY 3, TECHNICAL WORKSHOP

Topics in ANAB Accreditation from the client's perspective

Led by ANAB-accredited clients

REGISTRATION RATES

| CLIENT DAY | DAY 1 | DAY 2 | DAY 3 | FULL PACKAGE |
|------------|-------|-------|-------|--------------|
| Free | \$450 | \$450 | \$450 | \$1200 |

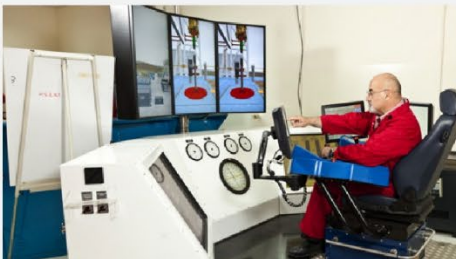
VENUE: GEORGE WASHINGTON UNIVERSITY, 1957 E STREET NW, 7TH FLOOR – CITY VIEW ROOM



would like to thank our generous sponsors for the 2023 Credentialing Conference!

The Federal IT Security Institute (FITSI) is a 501c6 non-profit certification body accredited by the ANSI National Accreditation Board (ANAB) under ISO 17024:2012.

FITSI manages and administers the FITSP certification program. FITSP stands for the Federal IT Security Professional and is broken into four individual IT security certification programs targeted at the Federal workforce based upon role. The four roles are Auditor, Designer, Manager, and Operator.



GTSC is the leading and largest Safety and Technical Training Institute in the MENA region, recognized as a world class training provider with a broad spectrum of Technical (including Drilling, Wireline, Coiled Tubing, Well Testing, Mechanic, Electrician, Instrumentation, etc.), HSE, Fire Fighting, Offshore Survival, Road Safety and various range of short term & long term Training Courses.

CLIENT DAY

Monday, September 25, 2023

 ANAB 2023 CREDENTIALING CONFERENCE

Client Day is only open to representatives of ANAB-accredited bodies under ISO/IEC 17024, ASTM E2659, D8403 and CFP standards.

| TIME | TOPICS |
|-------------|---|
| 10:00-10:10 | Welcome/Introduction |
| 10:10-11:00 | Opening Welcome and Kick-off Dr. Vijay Krishna, Vice President, Credentialing, ANAB |
| 11:00-11:15 | BREAK |
| 11:15-12:00 | Regulatory and Legislative Impacts on Accreditation Warren Markel, Vice President, Policy, ANAB |
| 12:00-1:00 | LUNCH BREAK |
| 1:00-1:45 | Q&A with Accreditation Committees Robert Mahlman, CAPAC Chair Martha Jeanne Guernsey, PCAC Chair |
| 1:45-2:15 | Application Best Practices Katherine Krehbiel, Senior Accreditation Manager, ANAB Caitlin O'Connell, Senior Accreditation Manager, ANAB |
| 2:15-2:30 | BREAK |
| 2:30-3:00 | Primer on Nonconformities Katherine Krehbiel, Senior Accreditation Manager, ANAB Caitlin O'Connell, Senior Accreditation Manager, ANAB |
| 3:00-3:45 | Q&A with Cred Assessors Adrienne Cadle, Lead Assessor and Psychometrician, 17024 Mickie Rops, Lead Assessor, 17024 Kathy Tuzinski, Lead Assessor and Psychometrician, CAP |
| 3:45-4:00 | Q&A and Closing |
| 4:00-5:00 | Networking |

**TEST DEVELOPMENT CYCLE
TECHNICAL WORKSHOP**
Tuesday, September 26, 2023

 **2023** CREDENTIALING
CONFERENCE

| TIME | TOPICS |
|-------------|---|
| 10:00-10:10 | Welcome/Introduction |
| 10:10-11:00 | Identifying When to Create New Forms Amanda Dainis PhD, CEO, Lead Psychometrician, Dainis and Company, Inc. Kathy Tuzinski, Chief Psychometrician, Human Measures |
| 11:00-11:15 | BREAK |
| 11:15-12:00 | How to do a JTA/Needs Analysis Amanda Dainis PhD, CEO, Lead Psychometrician, Dainis and Company, Inc. Kathy Tuzinski, Chief Psychometrician, Human Measures |
| 12:00-1:00 | LUNCH BREAK |
| 1:00-2:30 | Test Specifications and Forms Amanda Dainis PhD, CEO, Lead Psychometrician, Dainis and Company, Inc. Kathy Tuzinski, Chief Psychometrician, Human Measures |
| 2:30-2:45 | BREAK |
| 2:45-3:45 | Psychometric Review and Score Reports Amanda Dainis PhD, CEO, Lead Psychometrician, Dainis and Company, Inc. Kathy Tuzinski, Chief Psychometrician, Human Measures |
| 3:45-4:00 | Q&A and Closing |

**MANAGEMENT SYSTEMS
TECHNICAL WORKSHOP**
Wednesday, September 27, 2023



| TIME | TOPICS |
|-------------|--|
| 10:00-10:10 | Welcome/Introduction |
| 10:10-11:00 | Designing a Lean (effective and efficient!) Corrective and Preventive Action Process Mickie Rops, President and Principal Consultant, Mickie Rops Consulting LLC |
| 11:00-11:15 | BREAK |
| 11:15-12:00 | CAPA Case Studies: Identifying and Improving Ineffective and Inefficient Practices Mickie Rops, President and Principal Consultant, Mickie Rops Consulting LLC |
| 12:00-1:00 | LUNCH BREAK |
| 1:00-2:30 | Management Systems in Context Keith Mowry, Senior Manager, Business Development, ANAB |
| 2:30-2:45 | BREAK |
| 2:45-3:45 | Management Systems in Context Continued Keith Mowry, Senior Manager, Business Development, ANAB |
| 3:45-4:00 | Q&A and Closing |

CLIENT EXPERIENCES
TECHNICAL WORKSHOP
Thursday, September 28, 2023



| TIME | TOPICS |
|-------------|---|
| 10:00-10:10 | Welcome/Introduction |
| 10:10-11:15 | AI 101: Basics of AI and Its Potential for Credentialing Programs Elizabeth Santana, MBA, CAE, CPTD, ICE-CCP, Director, Conceptual Research & Design, Inteleos Alan Mead, PhD, Chief Psychometrician, Certiverse |
| 11:15-11:30 | BREAK |
| 11:30-12:30 | Certifications in the Digital Age: The Mobile Testing App Advantage Hugo Fernandez, Compliance Manager & Psychometrician Nick Eastwood, President of Always Food Safe Dominic Pease, CTO of NCCO and Always Food Safe |
| 12:30-1:30 | LUNCH BREAK |
| 1:30-2:30 | Exam Security: Protecting Examinations, Preventing Fraudulent Practices, and Responding to Breaches John Zarian, General Counsel/Senior Director, Quality Management, CCO |
| 2:30-2:45 | BREAK |
| 2:45-3:45 | Certification Schemes: External Development and Ownership National Renewable Energy Laboratory (NREL) |
| 3:45-4:00 | Q&A and Closing |

SPEAKERS

ANAB 2023 CREDENTIALING CONFERENCE

Client Day - Opening Welcome and Kick-off



Vijay Krishna
ANAB
Vice President, Accreditation

Vijay Krishna is ANAB's Vice President, Credentialing Programs. He has served as an international consultant for the United Nations Industrial Development Organization and taught graduate-level courses at The George Washington University.

Client Day - Regulatory and Legislative Impacts on Accreditation



Warren Merkel
ANAB
Vice President, Policy

Warren Merkel serves as Vice President, Policy for the ANSI National Accreditation Board (ANAB), where he leads ANAB's public and international policy efforts. His responsibilities include engaging with stakeholders at the Federal, state, and local levels, and representing ANAB in international accreditation cooperations. Previously, Mr. Merkel was Chief of Standards Services in the Standards Coordination Office of the National Institute of Standards and Technology (NIST). Mr. Merkel also co-convened the working groups that revised ISO/IEC 17025:2017, General requirements for the competence of testing and calibration laboratories and ISO/IEC 17060:2022, Conformity assessment—Code of good practice. Earlier in his NIST tenure, Mr. Merkel was Chief of the National Voluntary Laboratory Accreditation Program (NVLAP).

Client Day - Q&A with Accreditation Committees



Bob Mahlman
National Commission for the Certification of Crane Operators
Director of Certification

Robert (Bob) Mahlman currently serves as Director of Certification & Credentialing for the National Commission for the Certification of Crane Operators. He received his master's degree in Industrial-Organizational Psychology with a minor in Quantitative Psychology (Psychometrics) from The Ohio State University. He received his Project Management Professional (PMP) certification in 2015, and his ICE Certified Credentialing Professional (ICE-CCP) certification in 2021. Mr. Mahlman served on the ANAB Personnel Certification Accreditation Committee (PCAC) from 2010-2018. He currently serves as chair of the ANAB Certificate Accreditation Program Accreditation Committee (CAPAC).



Martha Jeanne Guernsey

NBME
Director, Custom Programs

M. Jeanne Guernsey MA has served as Chair of the Personnel Certification Accreditation Committee (PCAC) of the ANSI National Accreditation Board (ANAB) since 2021. Prior to this, she served as PCAC Vice Chair and Nominations Committee Chair. She has been a PCAC member since 2016. Jeanne has worked with the National Board of Medical Examiners® (NBME®) for 28 years. As Director of Custom Program Management, she oversees assessment and consultation services for over 20 health profession organizations that sponsor credentialing and/or graduate training self-assessment programs. These assessments support high stakes licensure, certification, and recertification as well as educational purposes.

Client Day - Applications: Best Practices; How to Handle Nonconformities



Caitlin O'Connell

ANAB
Manager, ANAB Certificate Accreditation Program

Caitlin is responsible for managing the accreditation process for the Certificate Accreditation Program (CAP), including client communications, maintenance of program's policies, procedures, documents and records, coordinating assessors and committee members, and also supporting program's business development initiatives.

Prior to joining ANAB, Caitlin worked for American Institutes for Research (AIR) as a Test Developer, where she was responsible for item writing, content reviews, test forms construction, incorporating customer feedback, and facilitating item content review meetings. Caitlin also worked for Mentora College, first as an ESL Teacher, then as Accreditation Coordinator, and lastly as Deputy Director, where she was responsible for accreditation, licensure, and the design and implementation of institutional policies.

Caitlin has her bachelor's degree from University of Ottawa, and her master's degree from Universitat Pompeu Fabra – Barcelona.

Katherine Krehbiel

ANAB
Accreditation Manager



Katherine is responsible for managing the accreditation process for the Personnel Certification Accreditation Program and the ANAB-CFP Accreditation Program, including client communications, maintenance of program policies, procedures, documents and records, coordinating assessors and committee members, and also supporting business development initiatives.

Prior to joining ANAB, Katherine worked for American Institutes for Research and Cambium Assessment as a Test Developer and later as a Program Manager, where she was responsible for item writing, content reviews, test forms construction, incorporating customer feedback, and facilitating item content review meetings.

Katherine has a master's degree from Kansas State University.

Client Day - Q&A with Credentialing Assessors



Adrienne Cadle

Professional Testing
Vice President, Credentialing

Dr. Cadle has worked in licensure and certification testing for over 20 years. She manages a team of psychometricians and test developers and oversees all psychometric and accreditation activities for a number of Professional Testing's large-scale licensure and certification clients. Areas of expertise for Dr. Cadle are in job/task analyses, third-party accreditation, and innovative

item development. She performs a number of other psychometric activities for Professional Testing, including facilitating passing score studies and other exam committee meetings, assembling and equating exam forms, conducting item analyses, and advising organizations on certification decisions.



Mickie Rops
Mickie Rops Consulting, LLC
President and Principal Consultant

As principal consultant for Mickie Rops Consulting LLC, Rops has been advising organizations in certification, certificate programs, and accreditation for over 25 years. Mickie has also been a lead assessor for the ANAB accreditation of personnel certification programs for 18 years. She also serves as the lead convener for ASTM E2659-18 Standard Practice for Certificate Programs, the standard against which the ANAB Certificate Accreditation Program assesses compliance.

She has masters degrees in both adult education and instructional design and certifications in quality auditing (ASQ), credentialing (ICE) and association management (ASAE).



Kathy Tuzinski
Human Measures
Research Consultant

Kathy Tuzinski is a Contract Assessor for the ANAB Certificate Accreditation Program under ANSI/ASTM E2659-18, as well as a psychometrician and industrial/organizational psychologist. Her company Human Measures advises companies on job and needs analysis, test development and validation, and relevant testing standards, including the AERA, APA, and NCME Standards for Educational and Psychological Testing and the SIOP Principles for the Validation and Use of Personnel Selection Procedures. She is a member of the American Psychological Association and the International Test Commission, has published several articles in peer-reviewed journals, and is co-editor of the book Simulations for Personnel Selection. She holds a graduate degree in Industrial/Organizational Psychology. You can reach her at www.human-measures.com.

Test Development Cycle Workshop - Identifying When to Create New Forms; How to do a JTA/Needs Analysis; Test Specifications and Forms; Psychometric Review and Score Reports



Kathy Tuzinski
Human Measures
Research Consultant

See bio above.

Amanda Dainis
Dainis and Company, Inc.
CEO & Lead Psychometrician

Management Systems Workshop - Designing a Lean (effective and efficient!) Corrective and Preventive Action Process; CAPA Case Studies: Identifying and Improving Ineffective and Inefficient Practices



Mickie Rops
Mickie Rops Consulting, LLC
President and Principal Consultant

See bio above.

Management Systems Workshop - Management Systems in Context



Keith Mowry

ANSI National Accreditation Board
Senior Manager Accreditations

Keith has over 40 years of experience in standards and conformity assessment. He serves on the ANSI International Conformity Assessment Committee (the U.S. mirror committee to ISO CASCO) and was Chair for more than 20 years. He served on ISO CASCO WGs developing and revising ISO/IEC 17000 series standards. For more than 25 years Keith attained and managed accreditations in multiple disciplines for UL LLC. He was the second recipient of the ANSI Gerald R Ritterbusch Conformity Assessment Medal. Keith earned a Bachelor of Science Degree in chemical engineering from the University of Illinois and was a Licensed Professional Engineer in the State of Illinois.

Client Experiences Workshop - AI 101: Basics of AI and Its Potential for Credentialing Programs



Elizabeth Santana

Inteleos
Director, Conceptual Research & Design

Liz is the Director of Conceptual Research & Design at Inteleos, where she plays a pivotal role in ongoing research and development for multiple global credentialing boards. Liz offers expertise as an innovation executive and technology champion, combined with a strategic mindset and customer-first approach. Her work involves designing, building, and executing multiple POC/MVP/beta pilots using diverse new technologies and agile methodologies to solve unique organizational challenges. Her current focus areas at Inteleos include simulation and XR, AI, and UX.

Certified Association Executive (CAE) Program: Commission Chair ('22-'23), Professional Conduct Committee, CAE Policy Review Task Force
Performance Testing Council (PTC): Design and Delivery Committee
American Society of Association Executives (ASAE): Technology Professionals Advisory Council
Association Women Technology Champions (AWTC): 2023 Technology Leadership Award (Large Staff)



Alan Mead

Certiverse
Chief Psychometrician

Alan D. Mead, Ph.D. is Chief Psychometrician at Certiverse. He is an experienced psychometrician, data scientist, organizational psychologist, and researcher. His psychometric research includes the application of natural language processing and machine learning to all phases of exam development (job analysis, blueprints, item writing, item review, standard setting, and analysis). His work as an organizational psychologist focused on selection (job analysis, test development, validation, utility analyses, and implementation). His specialties include data analytics, machine learning, item response theory, forensic data analysis, and regulatory compliance. He has taught graduate and undergraduate classes on statistics, psychometrics, and individual differences.

Client Experiences Workshop - Certifications in the Digital Age: The Mobile Testing App Advantage



Hugo Fernandez
Always Food Safe
Compliance Manager

Hugo is a professional with a passion for equity and validity in testing. He graduated from Hofstra University with an M.A. in Industrial-Organizational Psychology and a B.A. in Psychology from SUNY at Buffalo. He has been managing Always Food Safe's ANAB Accredited food safety certification exams for the past year and is excited to be working for an organization that values innovation and hands-on client engagement. This is Hugo's first professional conference presentation since breaking into the licensure and certification field almost 2 years ago. Joining him are Nick Eastwood (President of Always Food Safe) and Dominic Pease (CTO of Always Food Safe and NCCO).



Nicholas Eastwood
Always Food Safe Co
President

Client Experiences Workshop - Exam Security: Protecting Examinations, Preventing Fraudulent Practices, and Responding to Breaches



John Zarian
NCCCO
General Counsel

John serves as General Counsel and Senior Director of Quality Management for the National Commission for the Certification of Crane Operators. Prior to joining NCCCO, his private legal practice emphasized intellectual property, complex business, and commercial litigation matters. He is an experienced trial lawyer and has been listed in Mountain States Super Lawyers ("Top 100 Lawyers" in the Mountain States region) and recommended by Chambers USA for Commercial Litigation (Band 1). John earned his law degree from the University of Southern California, holds a master's degree in finance from the University of Utah, and is pursuing an LLM in Dispute Resolution from Pepperdine University.