

December 5, 2022

Re: Free of Bias Statement

To whom it may concern:

During the development process, Certiport follows industry best practices to eliminate bias from our objective domains, exam questions, tasks, and documentation.

First, we start by training our team members. Our teams learn and are reminded about the importance of avoiding bias during multiple annual training sessions. These training sessions cover how to discover and be aware of the various forms of unconscious bias in yourself and in the content that the team is responsible for editing. These courses cover topics regarding, cultural, regional, religious, gender, race, sex, and many other types of bias that might need to be identified and eliminated in anything produced by the Certiport Testing Services team. These trainings also cover recognizing confirmation bias, avoiding affinity bias, implicit bias, and others. Our global editorial policy resources and training also covers guidelines (including eliminating bias) that must be followed by team members, contractors, and volunteers that work on our content. These trainings are required to be reviewed and retaken annually.

Second, we make sure that all of our subject matter experts, contractors, and volunteers that participate in the development process of our examinations are taught about these types of biases and how to identify and avoid them.

Third, the industry best practices that are followed in the exam creation process require several reviews where these types of biases would be identified and eliminated. First, we have the content development manager, the person responsible for the exam content, review all content created by the subject matter experts. This review is the first attempt to make sure the content is bias free. Then an editor will review the content. Our third review is by a group of subject matter experts that were not the author of the content. One of the many things they are looking for is for any biases in the content. Then the fourth review is done by a peer content development manager. The content then moves to translation and localization reviews. In these reviews the localization and linguistic experts will review for a wide range of biases and make sure content that is developed in English by people from the United States haven't unconsciously put things that might lead to bias in another country or region of the world and that translations and localizations will also be bias free.



We also have diversity and inclusion efforts that encourage the involvement of a wide range of experts from diverse backgrounds to participate in the exam development process.

Through the above processes we demonstrate the industry's best practices to create and maintain a "bias-free" product.

Sincerely,

Jefferson Hansen

[Jefferson Hansen \(Dec 5, 2022 10:48 MST\)](#)

Jefferson Hansen
Director Exam Product Development