



TEST CENTER

PROCTOR MANUAL



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WHO CAN BE A PROCTOR

The personal skills necessary to be an effective test proctor include self-confidence, fairness, good judgment, and strong organizational ability. Proctors must be 18 years or older and possess a high school diploma.

Proctors are individuals who agree to administer examinations for Exemplar Global Inc. They have a responsibility to facilitate fairness and integrity during examination situations.

An acceptable proctor is someone who:

- has not provided the examinee with training in the knowledge or skill competencies for which they are proctoring an examination
- has not mentored the examinee in these topics; and/or
- is not a relative, friend, spouse, neighbor, co-worker, or direct supervisor.

Examples of acceptable proctors include:

- a member of the management team at the place of employment, providing a setting that is suitable for examination, and the manager is not a direct supervisor of the examinee.
- officers of higher rank than the examinee, if in the military.
- employees at a local community college, university, or private testing center.
- librarians at a public library; or
- employees at a learning center (provided the employee has not trained the examinee on topics related to the exam).

RESPONSIBILITIES OF A PROCTOR

Proctoring examinations includes the follow tasks:

- Readyng computer-based and/or paper-based examinations.
- Providing an appropriate examination environment; and
- Administering examinations according to the procedures outlined in this document and any exam-specific procedures (maintaining test security, active proctoring, checking identity, reading exam instructions, timing exams, etc.)

Besides administering a fair examination, the key role of a proctor is ensuring test security and taking measures to eliminate opportunities for cheating. Test security includes ensuring that WebLock (secure browser) is downloaded on the computer/iPad (computer-based exams) before the examinees begins the exam, keeping the examination forms (paper-based exams) in a secure location, ensuring examinees do not remove the items or exam forms from the test site or copy items down, reminding examinees of their signed non-disclosure agreements, etc. Cheating may occur when active proctoring skills are not employed or when exam administration procedures are not followed.

GENERAL EXAMINATION POLICIES & PROCEDURES

1. Individual Proctors must conduct the administration of the examination in a public venue, e.g., public library, community center, college.
2. A proctor **may not** require individuals to undertake any preparatory courses or purchase study materials to take an exam at your location.
3. An examinee **may not** be proctored by the trainer/instructor that has taught topics related to the exam.

4. Exams must be administered in an area that is conducive to an effective examination environment. Acceptable environments include rooms or areas with little to no noise, acceptable temperatures, proper materials, etc. The area where the exam is administered must be free from distractions (e.g., construction, other meetings, conversations, etc.)
5. Proctors must verify the identity of the examinee with a photo ID and read all the exam instructions to the examinee before they begin the exam.
6. The examinee must be under the supervision of the proctor for the duration of the exam. If an examinee is uncomfortable with a proctoring situation, the examinee must contact Exemplar Global to identify a new proctor or may submit an accommodations request.
7. If more than one examinee is proctored at a time, the examinees must be seated in a manner that does not allow them to view each other's exams.
8. The examinee may not have any materials on their desk, table, or any area near them except those reference materials designated in the exam instructions, while taking the exam. This includes personal items such as purses and cell phones.
9. The proctor will provide internet access/materials needed to take the exam, except the designated/allowed reference material, which should be brought with the examinee.
10. Examinees are required to bring with them clean copies of the allowed reference materials (No marks, notes, highlighting etc.) and make this reference available for the proctor to check prior to beginning the examination.
11. For e-based exams: Proctors must ensure that WebLock secure browser has been downloaded on the computer used for taking the exam. The login and password information will be provided to the proctor before the examination and must not be accessed until the examinee is ready to take the exam. At no time should the examinee be provided the login and password information without the proctor present.
12. For paper-based exams: The examinee must not have access to the exam until they are ready to take it, and the exam should never be in the examinee's possession except when they are in the process of taking the exam.
13. Examinees cannot take the exam with unauthorized books, notes, or reference aids of any kind unless specified on the exam instructions in the proctor letter. Examinees cannot take notes on the exam or have any part of it to study after completing it. The examinee or the proctor cannot duplicate the exam in any way.
14. Proctors must collect all papers and questions (for paper-based exams) or ensure the exam is submitted and closed (for e-based exams) at the conclusion of the exam. All materials, including exam questions, signed cover sheet, and any scratch paper must be shredded by the proctor.
15. The answer sheets must be returned to Exemplar Global within two weeks of the proctor's receiving them via email to your Exemplar Global contact.
16. If the requested proctor is unable to proctor the exam, please call the Exemplar Global Scheme Examiner to identify another proctor. Do not hand over the exam to another person or the examinee without expressed permission from Exemplar Global.
17. Proctors may allow examinees to take a break during the exam time. Should examinees require a break, proctors must inform the examinee that the timer cannot be stopped to accommodate the break. The examinee is not allowed to take any material, including cell phone, out of the examination area while taking a break.
18. Examinees may have water or other non-alcoholic drinks while they take the exam, provided the site allows it. Should an examinee require one for health reasons, snacks are allowed barring any restrictions from the exam site.

TESTING ACCOMMODATIONS

In accordance with the American Disabilities Act, examinees may submit an Accommodations Request Form to their Exemplar Global Scheme Examiner to request specific accommodations related to disability and/or language needs. Accommodations may include large print exams, readers for the exam, translation dictionaries, etc.

CONFLICT OF INTEREST

Both the examinee and the proctor must ensure there is no conflict of interest with the proctor administering the exam to the examinee. Any Exemplar Global authorized proctor who feels that there is a conflict of interest is required to contact Exemplar Global.

ACTIVE PROCTORING

Active proctoring plays a significant role in the success of the exam administration. While active proctoring ensures test security and reduces instances of cheating, more importantly active proctoring can help ease examinees' worries as they embark on taking their exam.

Tips on how to be an active proctor throughout the exam process:

- Welcome examinees into the testing room.
- Provide an appropriate exam environment that is free from distractions (sounds, temperature, lighting, seating comfort, etc.).
- Prior to reviewing exam instructions with the examinee, tell them which materials/ references are allowed so that they can check for themselves whether they have something prohibited and turn it over to you. After providing this opportunity, review all materials the examinees have in a non-threatening manner. If prohibited materials are found, explain that you will keep the items in the same location as their other personal items are being held.
- Follow all procedures when checking an examinee's identity.
- When administering exams for multiple examinees, prepare and use a seating chart that ensures examinees are not able to view each other's exams or response marks. When seating examinees, mark where they are seated on the seating chart and make notes on the chart if needed (such as in cases where measures are taken to reduce instances of cheating). The seating chart, when used, can be returned to Exemplar Global.
- Be familiar with the exam materials so that proper instructions and guidance may be given to the examinees at any point in the exam administration.
- When providing the instruction to the examinees taking computer-based exams, explain the format of the online examination.
- When providing the instructions to the examinees taking paper-based exams, tell them which pages in their booklet you will review together before the time limit starts (i.e., the non-disclosure agreement) and which parts they will need to review once time begins.
- Be sure all examinees are always in view and that their movements can be witnessed. This will ensure you are able to promptly respond to any questions or concerns but will also be able to monitor for inappropriate behaviors.
- For larger groups of examinees, periodically walk around the exam room and check the progress that examinees are making on their exams. This activity allows you to monitor for inappropriate behavior as well as reduce any likelihood that cheating will occur.

- Provide a verbal time warning 5 minutes prior to the end of the time period and suggest that the examinees fill in any responses that remain blank.
- Call the end of the time period by clearly stating the examinees must stop.

As an active proctor, you are engaged and aware of emotions and activities throughout the examination. If you are new to proctoring, try different techniques each time you proctor to learn which are most effective in providing a comfortable exam environment.

CODE OF CONDUCT & CONFIDENTIALITY AGREEMENTS

Approved Exemplar Global proctors are expected to conduct the exam administration in accordance with the Exemplar Global Code of Conduct. In particular, the proctor agrees not to discuss or disclose any information relating to the exam materials unless required by law or authorized in writing by Exemplar Global, as stated in number 6 of the Code. This means that the proctor will not share any portion of the exam items, forms, answer keys or rationale, with any third-party. The proctor also agrees to conduct the exam administration professionally and with due care, as in alignment with number 7, 8 and 9 of the Code.

NON-DISCLOSURE AGREEMENT

Examinees are required to agree to the terms listed in the Exemplar Global Non-Disclosure Agreement prior to taking any examination. This agreement ensures that the examinee will not disclose the confidential information that appears in the examinations (the questions, options, and the examinee's responses) to a third party. Proctors review this agreement with the examinee and have the examinee sign the agreement prior to administering the exam. Proctors enforce this agreement by ensuring examinees do not write the exam items down, collecting any notes or scratch paper used by the examinees during the exam, ensuring there is no collusion among examinees before, during or after an examination (i.e., share answers), etc. Paper-based exams—Non-Disclosure Agreement within the paper exam must be signed by examinee before proceeding with the exam. Computer-based exams—Non-Disclosure Agreement within the online exam must be checked before proceeding with the exam.

IDENTIFYING & RESPONDING TO SUSPECTED CHEATING

While most examinees are honest test takers who wish to receive a true measure of their knowledge or skills, proctors must always be on the look-out for cheating. The ability to identify and respond to cheating or situations that enable cheating takes experience. The following is a list of common cheating practices that proctors encounter and actions they may take to prevent and respond to suspected cheating.

Collusion: when examinees share answers or information related to items on the exam form.

Actions to prevent: Review the non-disclosure agreement with the examinee prior to administering the exam and remind them that the agreement includes sharing their own answers on the test. It is inappropriate for examinees to share any information related to the items that appear on the exam forms. Be sure to remove all personal belongings from examinees, including their personal cell phones, pens/pencils, etc. Pencils and pens are provided in the Exam Pack so it is not necessary for the examinees to use their own.

Actions to respond: Collusion takes on many forms, ranging from a clear illegal version of memorizing and making public the specific exam items to examinees simply chatting about the exam after completing it. While the proctor should report any instance of collusion in their Proctor Report, when a proctor identifies collusion, they should use their best judgment when responding directly to examinees.

Chatting before or after an exam: If examinees are nervously chatting about what might be on the exam before they begin the exam, when it comes time to review and sign the non-disclosure agreement, remind them that these types of conversations are included in the non-disclosure agreement they are about to sign.

If examinees begin to share their responses to the items or discuss the actual content of the items after the exam is completed, remind them that the non-disclosure prohibits them from sharing the exam items or their responses publicly and with any third-party.

Sharing answers between two or more examinees during an exam: Active proctoring often reduces or eliminates the ability of two or more examinees in one test room being able to share their answers or swap exam forms. If a proctor suspects that examinees are sharing answers during an exam, but has not witnessed an actual instance, the proctor should move the examinees to seats that will stop the behavior from continuing.

While the examinees may continue to take their exam and submit the completed exam, the proctor must complete the Proctor Report with the:

1. examinees' names
2. the item reached by each examinee at the point when the materials were removed from their possession (e.g., "item 12" or "page 5")
3. the time point of the exam (e.g., "2 hours remaining", "minute 30 out of 45", "9:30am", etc. If a proctors witnesses two examinees sharing answers (or swapping exam forms) or finds physical evidence of answers being shared between or among examinees, the proctor must stop the exam immediately, inform the examinees of the evidence and that their exams, as they are now, will be sent to Exemplar Global for analysis and that their Exemplar Global Scheme Examiner will contact them as to whether they may continue their exam at a later date.

Prohibited materials: When examinees use references or other materials not allowed during the exam.

Actions to prevent: Check that all personal belongings, other than the references that are allowed during the exam, are placed in another area of the test site. If proctoring one examinee, the proctor may place these items next to their own chair. If proctoring more than one examinee, these items may be placed at the front of the room. If a locked cabinet is available and used to keep these items, only the proctor or designee should have access to these personal items to protect the examinees' items.

Actions to respond: If an examinee is found using materials or references that are not allowed, the proctor must remove these items from the examinee's possession immediately and contact Exemplar Global.

Proxy test takers: when someone else takes the test for the examinee.

Actions to prevent: Confirm the examinee’s identification using their photo identification and match the signature on the photo ID with their signature on the sign-in sheet. Actions to respond If the picture ID photo or signature do not match the individual’s appearance or sign-in signature, ask if the examinee has another form of identification that can be used. If not, contact the Exemplar Global Scheme Examiner for guidance.

Proctors may encounter other types of cheating practices that include stealing exam items or forms, using technology to photograph exams, sharing exposed exam forms, changing responses from the examinees’ responses to another, etc. If proctors identify any suspicious behavior that may compromise the value and integrity of the Exemplar Global examinations, they should report them immediately to an Exemplar Global Scheme Examiner or on their Proctor Report.

Proctors may contact the Exemplar Global Scheme Examiner for guidance in unique situations.

RECEIVING EXAM MATERIALS

Prior to the exam date, proctors will receive, for computer-based exams; the test code and relevant links, for paper-based exams; the exam materials directly from an Exemplar Global Scheme Examiner and, upon receipt, must keep the materials always secure (in a locked cabinet, safe or room). The proctor is responsible for always maintaining the materials and is not allowed to transfer the authority to proctor the exam to others, unless approved by Exemplar Global.

For paper-based exams: upon receipt, the proctor must begin the Exam Pack Checklist to ensure that all materials were shipped as noted in the packing list. The Exam Pack contains materials needed to administer the exam including a copy of this Exemplar Global proctor manual, an exam-specific instruction sheet, a copy of the proctor’s submitted Conflict of Interest declaration form, the exam or information on how to access the exam (for e-based exams), a non-disclosure agreement, among other items.

ADMINISTERING EXAMINATIONS

Proctors are responsible for becoming familiar with the exam specific administration instructions when they receive the examination materials. The examinee must review and sign the Non-Disclosure Agreement.

Although each exam will have specific instructions that include allowed references and materials, time limits, special accommodations, etc., the following is a basic guide for administrating all examinations. The task is listed in the first column, followed by an “X” in the last two columns to identify whether the task must be completed for paper-based or e-based exams, or both.

Task	Paper Exams	E-Based Exams
Preparing for exam day		
Ensure that the examination environment is appropriate	X	X
When receiving exam materials		
Review the Proctor instructions to become familiar with the exam instructions and exam administration process	X	X

On the day of the exam		
Arrive 20-30 minutes before the examinee(s) to prepare the room and materials	X	X
Arrange the exam materials appropriately to ensure they may be distributed according to the directions	X	
Ask the examinee(s) to complete a sign in sheet. The examinee will use this sign in sheet for any breaks during the examination	X	
Confirm each examinee's identity by comparing the examinee's photo I.D. with the examinee details shown with the exam booklet	X	X
Once their identity has been confirmed, sign the appropriate box on the exam cover letter that the examinee's identity has been confirmed. Remind examinee not to begin the exam until instructed to do so	X	
Once all examinees have arrived, distribute the exam materials to the designated examinee(s) or enter the test code on the computer/iPad. Instruct the examinee(s) not to open or view these materials until you instruct them to do so	X	X
Ask the examinee(s) to open the first page of the exam (paper-based) or access the Non-Disclosure Agreement at the beginning of the online exam and review the Non-Disclosure Agreement. Explain to the examinee(s) that the Non-Disclosure Agreement is between the "examinee" and Exemplar Global International, Inc. as of today's date. The exam they are about to take is confidential and is protected by the Uniform Trade Secret Act. Your agreement with these terms states that you will not disclose any part of the exam, which includes the questions, options, your responses, and any communication you have with Exemplar Global regarding the exam questions." Instruct the examinee to take a few minutes to read this agreement and if they agree to the terms, sign their name in the exam booklet or click the check box in the online exam. If they choose not to accept these terms, have them return exam booklet or exit the exam immediately	X	X
Provide at least a 5-minute warning before the end of the exam	X	
Upon completion of the exam, collect the exam booklet or ensure that the browser is closed on the computer. Collect all scratch paper.	X	
After the Exam		
Collect all exam papers and scratch paper	X	
Email the answer sheet(s) to your Exemplar Global contact for grading	X	