



ISO-QUALITY
TESTING, INC.
GLOBAL COMPUTERIZED EXAMINATION SOLUTIONS

COMPUTER-BASED TESTING (CBT) ADMINISTRATION MANUAL [v.0308]

This manual provides specific requirements for the administration of Examinations on the Iso-Quality Testing, Inc. (IQT) testing center network.

Iso-Quality Testing, Inc.

2141 Main Street, Suite A

Dunedin, FL 34683

Toll Free: 866-773-1114

Main: 727-733-1110

Fax: 727-733-5758

Web: www.isoqualitytesting.com

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GENERAL INFORMATION

INTRODUCTION

This *IQT Computer Based Testing (CBT) Administration Manual* contains the policies and procedures for Proctors administering examinations for Iso-Quality Testing, Inc. (IQT). It is required that each Proctor review this manual, and pass the *IQT Proctor Certification Test*, before administering examinations for Iso-Quality Testing, Inc.

It is important that every examination be administered in a standardized manner as outlined in this manual, in order to ensure that each candidate is treated fairly and equally during the administration of their examination.

The IQT Computer Based Testing Administration Manual provides policy and procedure information in the following areas:

- Key Proctor Responsibilities
- Proctor and Testing Site Requirements
- Examination Security
- Examination Administration Procedures
- Special Accommodations
- Examination Administration Problems and Resolutions
- Emergency Procedures

The final page of the manual is the Proctor Agreement to be signed and faxed to IQT upon completion of the online IQT Certification Test.

ISO-QUALITY TESTING, INC. (IQT)

Iso-Quality Testing, Inc. (IQT) is a computer-based testing (CBT) company serving the needs of licensing boards and credentialing agencies with administration services. Comprehensive information about IQT, its mission, products and services, etc. is available at www.isoqualitytesting.com. One of the services IQT provides is the use of IQT testing centers.

IQT testing products and services are the finest available and are designed to serve IQT's clients by using the most appropriate technological approaches available. Iso-Quality Testing, Inc. corporate headquarters are located at:

Iso-Quality Testing, Inc.
2141 Main Street, Suite A
Dunedin, FL 34683
Toll Free: 866-773-1114
Main: 727-733-1110
Fax: 727-733-5758
Web: www.isoqualitytesting.com

PROCTOR INFORMATION

OVERVIEW OF KEY PROCTOR RESPONSIBILITIES

- *Testing Center Preparation:* The Proctor must ensure that all necessary technologies are available and working prior to the start of the examination.
- *Establishing Positive Identification:* Candidates are required to produce a valid photo identification that includes a signature (Drivers License, Passport, Government issued ID). The Proctor must log into Proctor Administration on the IQT website to print the *IQT Examination Roster* for the candidate to sign. The proctor will compare the ID's photo to the candidate, and the ID's signature to the candidate's signature on the IQT Examination Roster. This procedure is referred to as establishing "positive identification."
- *Launching the Exam:* Once the candidate signs the roster and positive identification has been established, the Proctor must launch the examination from the *IQT Examination Roster* on the IQT website. The candidate is then seated at the computer, enters his or her Candidate UserID and Passcode, and takes the examination.
- *Authorized Materials and Scratch Paper:* The Proctor must ensure that the candidate possesses only those materials authorized by IQT for access during the examination (e.g., calculator, code book, reference materials, etc.). Most candidates are also allowed two sheets of *IQT Authorized Scratch Paper*. It is the Proctor's responsibility to print the IQT Authorized Materials List and Scratch Paper and present to the candidate. The Proctor must collect and destroy all scratch paper after examination completion.
- *Examination Administration and Security:* The Proctor must administer exams using the guidelines outlined under Examination Security (pg. 7) including the following:
 - The Proctor must monitor the candidate throughout the entire examination session to attest to the integrity of the candidate's performance.
 - The Proctor must prohibit the candidate from communicating in any way with any individual during the examination period.
 - The Proctor must ensure that neither the candidate nor any other individual reproduce - in any manner - the examination text, graphics, instructions or candidate responses.
 - The Proctor must maintain a secure, professional, quiet, and controlled environment at all times.
 - The Proctor must administer all examinations efficiently and consistently.
- *Ending the Examination:* Following the end of the examination, the Proctor must ensure the candidate has truly ended their examination, close the examination interface, destroy the scratch paper and print and issue the candidate a score report (unless a score report is not required by the sponsor).
- *Faxing the Roster:* The Proctor must FAX the completed (candidate signatures and proctor initials) *IQT Examination Roster* to IQT at the end of each day. The fax number can be found on the *IQT Examination Roster*.

- *Incident Reporting:* The Proctor must document any irregularities or incidents thru “Contact IQT,” and then clicking “For Administrative Matters” on the IQT website . The proctor should email or fax a written report to IQT at 727-733-5758.

PROCTOR AND TESTING ROOM REQUIREMENTS

PROCTOR REQUIREMENTS

- All IQT Proctors must be at least 21 years of age and possess a professional demeanor.
- Proctors must dress in a professional manner (no hats, t-shirts, jeans, etc).
- All IQT Proctors must review the *IQT CBT Administration Manual* and pass the *IQT Proctor Certification Test*, prior to administering IQT examinations.
- It is implied and understood that most examinations will be administered in the English language. Therefore, Proctors must be able to read, speak and write in English with reasonable proficiency.

TESTING SITE REQUIREMENTS

IQT has specific testing room requirements that must be met in order to be an IQT Testing Center. The minimum requirements are as follows:

- Pentium 3 computers (or higher)
- 64MB RAM
- IQT's Secure Browser (optional - depending on your testing center's IQT contract)
- Internet Explorer 6 or higher
- Sound Card
- Head Phones
- Internet access
- FAX machine
- Printer access
- Secured room
- Quiet (free of outside distractions)
- Good lighting
- Spacing of three feet between each computer
- Comfortable seating
- Clock
- Handicap accessible
- Accessible to restrooms and drinking fountain

EXAMINATION SECURITY

- The Proctor must verify the identity of each candidate. After the candidate signs in on the *IQT Examination Roster*, they are required to produce a valid photo identification that includes a signature (Drivers License, Passport, Government issued ID). The proctor must compare the ID's photo to the candidate, and the ID's signature to the candidate's signature on the *IQT Examination Roster*. This procedure is referred to as establishing "positive identification."
- The Proctor must remain in the testing center at all times during the administration of an examination.
- The Proctor must monitor ALL candidates at all times. Monitoring may be performed by walking through the testing room on a regular basis, and/or ensuring that candidates are observable by security camera and watching the security monitor.



If monitoring an examination via camera and monitor, the Proctor must view the monitor as frequently as possible.

- The Proctor may NEVER share his or her Proctor login (UserID and Password) with another individual, including other Proctors, unless previously approved by an IQT Preferred Testing Specialist. IQT provides all IQT Proctors with a unique Proctor UserID and Password. These enable the Proctor to access the *IQT Proctor Administration* functionality of the IQT CBT system.
- A Proctor may NEVER give a Candidate login (UserID and Passcode) to an individual other than the candidate for which it was assigned. Each Candidate UserID and Passcode is unique to an individual candidate, and can only start an examination that has been first launched by a Certified IQT Proctor.
- Candidates are to be given *IQT Authorized Scratch Paper* **ONLY** by the Proctor. The Proctor should print these from the *IQT Examination Roster*, and hand them to the candidate during the launch of their examination. The Proctor must collect and destroy all scratch paper at the end of the examination.



A Candidate may not bring his or her own scratch paper into the exam room,

- The examination content may NOT be viewed by the candidate or the Proctor prior to a scheduled testing time.
- The examination may not be reproduced in any manner.
- Only ONE candidate may leave the testing room at a time to go to the restroom. For such a break there will be no additional time added to the allotted examination time.
- The candidate must sign out on the *IQT Examination Roster*, and then sign back in on the *IQT Examination Roster*, to document departure from, and return to, the examination room during the testing session.

- No individuals are allowed in the testing room other than candidates taking examinations and the Proctors.
- No food or beverages are allowed in examination room.
- Disruptive or inappropriate behavior by any candidate during an examination is grounds for the candidate's dismissal. (e.g. rude or inappropriate language or behavior, disruptiveness to other candidates taking an examination, etc). Any candidate engaging in this type of behavior must be asked to leave the examination room by the Proctor, and the Proctor must immediately complete a *IQT Incident Report*. If the online IQT Incident Report is not available, the proctor should email or fax a written report to the IQT CBT Network Administrator
- If a Proctor observes a candidate cheating by using testing aides, the Proctor is not to confront the candidate. Rather, the Proctor must document the incident thoroughly and submit an incident report. The Proctor should try to obtain a second witness to the cheating if possible, by asking another Proctor or staff member to observe the behavior.

EXAMINATION ADMINISTRATION PROCEDURES

EXAMINATION PREPARATION

- *Proctor Certification:* Only *IQT Certified Proctors* are permitted to administer IQT examinations at an IQT testing center. In order to be certified, the Proctor must take and pass the *IQT Proctor Certification Test*, complete the *IQT Proctor Agreement* found on the last page of this manual, and FAX the Agreement to IQT.
- *Testing Environment:* The Proctor must ensure that the testing room is clean, and that the testing environment is suitable. This includes such factors as a comfortable temperature, quiet surroundings, sufficient air quality, appropriate lighting conditions for ergonomic viewing of the testing computer's monitors, etc.
- *Testing Computers:* The Proctor should logon to all testing computers in order to ensure that the computer systems and internet connections are working correctly with the IQT CBT Network.
- *Accessing the IQT Online CBT System:* There are two methods for accessing the secure *IQT Online CBT System* from the test center. Depending on your setup, access is obtained by IQT's Secure Browser, which must be installed at your site, or by going to www.isoqualitytesting.com and clicking on "Proctors." The "Welcome to IQT Testing" page provides access to the three secure areas of the *IQT Online CBT System*:

Proctor Administration: Facilitates the Proctor's ability to:

- Maintain their proctor profile (i.e. proctor name and contact info)
- Print a copy of the *IQT CBT Administration Manual*
- Take the *IQT Proctor Certification Test*
- Generate and print the day's *Examination Roster*
- View/print the IQT Authorized Materials List for a candidate's exam.
- Print *IQT Authorized Scratch Paper*
- Launch candidate examinations
- Print candidate examination results

Register for an Exam: Using their UserID and Password, the Candidate may:

- Register for an examination
- Create and/or update their candidate profile
- Select a date, time and location for an examination
- Print an Examination Receipt and Admission Letter
- Reschedule an Examination

Start an Exam: Using their UserID and Passcode, the Candidate may:

- Read an instruction statement regarding their examination
- Learn about and try the actual examination interface (referred to as the tutorial)
- Take their examination



Did you know? Candidates use a Candidate ID and Password to schedule their exam. For extra security when taking the exam at the testing center, Candidates use their UserID but a unique Passcode at the testing center. Note: The Candidate Password used to schedule the exam is different from the exam Passcode used to start the exam.

- ***Printing the IQT Examination Roster:*** The IQT Examination Roster is a list of candidate's names, examination times, and examination titles for the day. The Proctor should print the IQT Examination Roster for the day and have it available for candidates to sign-in upon arrival. To print the Examination Roster:
 - Select Proctor Administration from the Welcome Screen
 - Enter your Proctor UserID and Password
 - Select Examination Roster



Did you know? You can view examinations scheduled for future days by changing the end date of the date ranges, and selecting the "Get Latest Data" button on the IQT Examination Roster. Or at any time 24/7, you can click the "Testing Centers" button on the IQT homepage, login, and click on "Run A Scheduled Report."

CANDIDATE CHECK-IN

- *Candidate's Admission Letter:* The *Candidate Admission Letter* contains the Candidate UserID and Passcode needed by the candidate to login to their examination. The candidate should be allowed to retain the letter until they have successfully logged in. During the examination, the *Candidate Admission Letter* must be stowed in a secure location.
- *Photo ID with Signature:* The candidate must present a government-issued photo ID, with signature, to be admitted to the examination. The proctor should contact IQT if there are any questions regarding a Candidate's Identification.

Identification acceptable and non-acceptable:

Acceptable ID's

- Driver's License
- State issued ID Card
- Passport
- Military ID

Non-Acceptable ID's:

- Library Card
- School ID
- Credit Card or Department Store Card
- ID with signature only (no picture)
- Gym Membership ID



IF THE CANDIDATE DOES NOT HAVE ACCEPTABLE PHOTO ID THAT INCLUDES A SIGNATURE, THE PROCTOR MAY NOT ADMIT THE CANDIDATE INTO THE EXAMINATION ROOM. THE CANDIDATE SHOULD BE INSTRUCTED TO CONTACT IQT FOR RESCHEDULING INFORMATION.

- *Examination Roster:* The Proctor must ask for the candidate's identification, and ask the candidate to sign the *IQT Examination Roster*. The proctor then
 - compares the ID's name to the candidate name on the IQT Examination Roster
 - compares the ID's signature to the candidate's signature on the IQT Examination Roster
 - compares the ID's photo to the candidate



Did you know? All fees are paid by the candidate prior to scheduling his or her examination. No fees are collected at the test site. If a candidate has a question regarding their test fees, he or she should be instructed to contact IQT.

- *Authorized Materials:* The Proctor must ask the candidate to place all personal items (e.g. cell phone, dictionaries, books, purse, coat, hand-held computers, etc.) in a secured location, preferably in his or her car. ****All cell phones must be powered off.**** Candidates are NOT allowed to use or possess any type of testing aid during the examination, unless specifically approved by IQT and listed on the *IQT Authorized Materials List* (available online in the *IQT Examination Roster*). If a candidate refuses to turn over aids while testing, the proctor is to dismiss the candidate from the examination room, and complete and submit an *IQT Incident Report*.
- *Scratch Paper:* If permitted for an examination, IQT Scratch Paper will automatically print with the *IQT Authorized Materials List* from the Examination Roster.
- *Launching the Candidate's Exam:* On the Examination Roster, the Proctor must click the "Launch" link next to the appropriate candidate. The "Launch" link will change to "Exam Launched". The candidate's examination can only be launched during their scheduled examination time. Launching the exam signifies:
 - *The Candidate has presented proper ID*
 - *The Candidate has only authorized materials*
 - *The Candidate is prepared to complete their tutorial and examination.*



THE CANDIDATE WILL NOT BE ABLE TO LOG-IN TO THEIR EXAM UNLESS IT HAS BEEN "LAUNCHED" BY THE PROCTOR FROM THE EXAMINATION ROSTER.



***Did you know?** Links on the IQT Examination Roster are constantly updated depending upon the status of the examination. The Launch status to the left of the candidate's name changes to indicate the four major stages of the examination process. The Sundry link to the right of the candidate's name changes from the Authorized Materials and Scratch Paper List Link to a Results Link for printing Candidate Score Reports.*

Launch Status	Function
Launch	The examination is available and the candidate is expected at the testing center at the time indicated on the IQT Examination Roster. Click this link when positive identification has been established, personal items are stowed, authorized materials have been distributed and the candidate is prepared to complete their tutorial and examination.
Candidate logged in	Indicates that the candidate has successfully entered their UserID and Passcode to begin their tutorial at the Candidate Workstation.
Exam Started	Indicates that the candidate has completed the tutorial and has entered the actual examination.
Exam Completed	Indicates that the candidate has successfully completed the examination.
Sundry	Function
Scratch Paper & Authorized Materials List	Click this link to generate a list of authorized materials, and print IQT Scratch Paper for the candidate.
Results	Click this link to print and distribute the Candidate's score report.

ADMINISTRATING THE EXAMINATION

- *Starting the Candidate's Exam:* Once the candidate's exam has been "Launched" from the Examination Roster, the proctor selects a suitable testing station for the candidate, accesses the IQT Online CBT System and selects "Start Candidate Exam". The Proctor should assist the candidate by informing them to enter their Candidate UserID and Passcode from their Admission Letter. **If the candidate does not have his or her admission letter, or has forgotten their Candidate UserID and Candidate Passcode, the candidate may still be admitted to the examination if positive identification can be established. Contact IQT for Candidate Login information.**
- *Tutorial:* The Proctor should advise each candidate to go through the *Tutorial* to get comfortable with the examination buttons, options such as flagging items for review, submitting a *IQT Question/Comment Form* about a particular question, and navigating the examination program. The system automatically provides the candidate with five minutes to work in *Tutorial* mode. Candidates may spend less than five minutes, or even skip the tutorial.
- *Login Procedures after Breaks:* If the examination scheduled runs in two sessions with a break in-between, the login procedures must be repeated for the second session. The candidate may not return to the examination without providing valid government issued photo ID and must sign-in again on the roster.
- *Candidate Question Comment Form:* If a candidate asks questions on any content specific to the examination, the Proctor must inform the candidate that he/she is unable to answer content questions, and that the candidate should complete the *IQT Question/Comment Form* by clicking on the button on each item screen. This form is automatically transmitted to IQT when the candidate selects "Submit."
- *Monitoring the Testing Room:* The Proctor must monitor the testing room at all times, and frequently walk around the room in order to observe all candidates and computer screens.
- *Incident Reporting:* The Proctor must notify IQT immediately by phone if an unusual situation occurs, including, but not limited to, suspected cheating, copying, or misuse of any software applications, test materials or documentation, theft, misplacement or loss of any confidential information or materials (including exhibits, software, applications, scratch paper, etc.), computer media or hardware. The Proctor must also complete an IQT Incident Report. If the online IQT Incident Report is not available, the proctor should email or fax a written report to the IQT CBT Network Administrator

ENDING THE EXAMINATION

- *Exam Completion:* When the Candidate has finished with their examination, the Proctor must ensure that the Candidate has fully ended their examination by verifying that they have exited the examination interface, and the Browser (IQT's secure browser or Internet Explorer) is completely closed.
- *Score Reporting:* Once the candidate has completed and ended the examination, the candidate must be issued a Score Report. **The score report will not appear on the candidate's computer screen.** The candidate must go to the Proctor to receive this document in paper form. The Proctor must navigate through Proctor Administration to the *Examination Roster* and click on the "Results" button next to the candidate's name to generate the report, and issue the report to the candidate.



Candidate information is highly confidential, and the Proctor is not permitted to discuss candidate scores, performances or any other related information.

- *Scratch Paper Destruction:* The Proctor must collect the candidate's scratch paper, and shred or otherwise render it unreadable.
- *Exam Confidentiality:* The Proctor must inform the candidate that discussing examination content with anyone is strictly prohibited and constitutes cheating on the examination.
- *Exiting the Testing Area:* Candidates must leave testing area when they have completed the examination to avoid causing distractions to those who may still be testing.
- *Faxing the Roster:* The Proctor must FAX the Roster containing the names and signatures of the candidates to IQT by the end of each day.

SPECIAL ACCOMMODATIONS

When a Candidate has been approved for special accommodations, the testing site is notified in advance of the scheduled examination. The majority of special accommodations will involve extra time to be granted to the Candidate. In such cases, the Proctor must simply follow the normal procedures for administering the test; the computer-based testing program will automatically increase the time for candidates approved for this accommodation.

Other accommodations may include provision of an oral examination (using a reader), separate testing areas, or large print versions of the examinations. The test site is given comprehensive instructions about the accommodations, including identification procedures for supporting personnel, such as readers or aids.

Some special accommodations may involve the administration of a paper and pencil version of the examination. In such cases, IQT will ship, via traceable carrier, the test materials to the Proctor prior to the examination. Security of paper/pencil examinations is maintained by following these procedures:

- Once materials arrive at the testing site, the Proctor must inventory the materials and ensure all materials listed on the packing list are included in the shipment. The Proctor must sign and FAX the packing list form back to IQT within 24 hours of receipt of the testing materials.
- If any materials listed on the packing list are not in the package, the Proctor must document the irregularity on the packing list, and FAX this list IQT immediately. The Proctor must also contact IQT by phone immediately.
- All materials must be locked in a secure location until the scheduled examination time.
- Upon the Candidate's arrival, the Proctor must collect the *Candidate Admission Letter*, direct the candidate to sign the roster, and verifies the candidate's identification following the same procedures used to establish *positive identification* for the computer-based examination administration.
- The Proctor escorts the candidate to the testing room, assigns the candidate a seat, and distributes the testing materials (i.e. the test booklet and answer sheet) and two sheets of *IQT Scratch Paper*. The candidate must complete the required information on the examination answer sheet, and write his or her UserID on the test booklet and the top corner of each sheet of scratch paper.
- The Proctor reads the oral instructions provided and begins the examination. The Proctor must inform the candidate of the start time, the time the examination will end, and provide a verbal 30 minute, 15 minute and 5 minute warning as the end of the time allotment approaches.
- After the candidate has completed the examination, the examination materials and scratch paper must be collected from the candidate. The Proctor must ensure all materials that were issued at the beginning of examination are collected. Once all materials are accounted for, the candidate may be dismissed from the examination. The Proctor must note on the roster of the time candidate finished the examination. Scores will not be immediately available for paper/pencil examination administrations.
- The Proctor must pack-up the materials and ship them back to IQT, using the traceable shipping materials provided. Examinations must be shipped by the next business day after the examination administration.

EXAMINATION ADMINISTRATION PROBLEMS AND RESOLUTIONS

- Problem:** *The Proctor cannot access the IQT website to begin the process.*
Solution: The Proctor should make sure the internet connection is working by attempting to log onto another Website (i.e. such as CNN.com). If other sites are accessible, try another computer at another testing station. If the site still will not come up, contact IQT immediately by phone.
- Problem:** *The Proctor's login does not work.*
Solution: The Proctor, or one of your computer administration staff, should empty the Internet Explorer web cache. Note that the login's password is case sensitive.
- Problem:** *The Candidate's login (UserID) does not work.*
Solution: The Proctor, or one of your computer administration staff, should empty the Internet Explorer web cache.
- Problem:** *The Computer locks up or crashes during testing, or the Internet connection is lost.*
Solution: The Proctor, or one of your computer administration staff, should a) run a check disk on the computer to insure it's integrity, and b) empty the Internet Explorer web cache. The Proctor can then have the candidate log back into their exam, and it will bring the candidate back to the test question he or she was on prior to the system failure. The candidate will not lose any time, or previously entered information/answers on the examination. If the examination will not come back online, contact IQT immediately by phone.
- Problem:** *The Proctor observes a candidate cheating.*
Solution: The Proctor should notify IQT immediately by completing an *IQT Incident Report* via email to the IQT CBT Network Administrator. If possible, confirm the cheating by obtaining a witness (another employee or Proctor at the site). The Proctor should not confront the candidate directly, as this could lead to a conflict or violent episode at the test site. IQT will report the incident to the client, and the scores may be invalidated. If the candidate has unauthorized materials, the Proctor should simply inform the candidate they are not authorized and that you will hold them securely in the room until the test is over. Again, the candidate should not be confronted or accused of cheating. The Proctor's role is primarily one of documenting what occurred.
- Problem:** *The Candidate arrives at the examination without an acceptable ID.*
Solution: The Candidate shall NOT be admitted into the examination room. The Proctor must complete an *IQT Incident Report* to IQT via email to the IQT CBT Network Administrator.
- Problem:** *The Candidate arrives at test site without a Candidate Admission Letter.*
Solution: IF THE PROCTOR HAS ESTABLISHED POSITIVE IDENTIFICATION the candidate may admitted to take their scheduled examination. The *Candidate Admission Letter* contains the *Candidate UserID and Candidate Passcode*, which the candidate uses to login and start their examination. The Proctor must call the IQT CBT Network Administrator to obtain the Candidate UserID and Passcode.
- Problem:** *The Candidate arrives more than 30 minutes early or late to the examination.*

Solution: A Proctor may decide whether to admit an early or late candidate, as long as there is sufficient time for the candidate to complete their examination. The length of the candidate's examination may be located by navigating to the *IQT Examination Roster*. 30 minutes of leeway should be allowed. If the Proctor decides to refuse admission, they should complete an incident report, documenting that the candidate was not admitted into the examination due to being early or late. Note that a candidate can only take their registered examination on the day it was scheduled.

EMERGENCY PROCEDURES

If an emergency arises during an examination, specific procedures must be followed to ensure the safety of the candidates and Proctors, and the security of the examination. Proctors must be familiar with the Testing Center Emergency Procedures.

EVACUATION OF TESTING FACILITY

1. If an emergency evacuation is required (i.e. fire alarm, gas leak, power outage, etc.), the Proctor must instruct candidates to leave the testing room and facility immediately, and to meet in a group at a safe location outside of the facility. The Proctor must inform candidates that they are not to use cell phones, study examination materials, or discuss examination content with other candidates during the evacuation. Candidates are also not permitted access to their vehicles during evacuations. No examination materials may be removed from the facility by candidates.
2. The Proctor must note the time that the examination was interrupted.
3. If possible the Proctor should close all of the candidates' exam interfaces, i.e. close the IQT SecureBrowser or Internet Explore exam interface. **DO NOT CLICK FINISH, I.E. DO NOT END THE EXAM.** Simply closing the testing interface will stop the exam clock, and ensure that when the candidate later resumes their exam, they will not have lost any of their allocated time. If this is not possible, contact IQT prior to allowing a candidate(s) to resume their exam.
4. The Proctor must shut and lock the testing room door and evacuate the facility with the candidates.
5. Upon returning to the testing room, the candidates must return to their testing stations, login in again with their Candidate UserID and Passcode, and complete their examinations. The Proctor must note the time the examination resumed.
6. If re-entry to the test facility is not possible, the Proctor should dismiss the candidates and inform them that discussion of the test content is not allowed. IQT will contact the candidates for rescheduling their examinations.
7. The Proctor must complete an *IQT Incident Report*, in particular noting the time the interruption began and ended.
8. If any candidate(s) expresses significant concern about the feasibility of completing their examination, the Proctor should complete a separate *IQT Incident Report* for each candidate that is expressing a concern. The candidate(s) will be contacted by IQT to resolve any issues.

MEDICAL SITUATIONS

I. Illness Preventing Completion of Examination:

1. If a candidate becomes sick and is unable to complete the examination, the Proctor should inform the candidate that when they are able, they must contact IQT to reschedule the examination.
2. The Proctor should close the candidate's exam interface, i.e. close the IQT SecureBrowser or Internet Explore exam interface. **DO NOT CLICK FINISH, I.E. DO NOT END THE EXAM.** Simply closing the testing interface will stop the exam clock, and ensure that when the candidate later resumes their exam, they will not have lost any of their allocated time. If this is not possible, for instance the candidate ended their exam, contact IQT. Collect all scratch paper and examination materials from the candidate before they leave the examination room, and shred them or render them unreadable.
3. The Proctor must complete an *IQT Incident Report*.

II. Medical Emergency:

1. If a candidate has a medical emergency, the Proctor should contact 911 and ensure the candidate gets immediate medical attention.
2. The Proctor must note the time the emergency took place.
3. If other candidates are testing and the emergency interrupts their testing, the Proctor should inform them that he or she will be closing their exam interfaces, that they will be able to resume their exam when the emergency is over, without having lost any of their time allocated for the their exam. The Proctor should close the IQT SecureBrowser or Internet Explore exam interface, but **DO NOT CLICK FINISH, I.E. DO NOT END THE EXAM.** Simply closing the testing interface will stop each exam clock, and ensure that when the candidates later resume their exams, they will not have lost any of their allocated time. When the emergency is over, the candidates simply log back in with their Candidate UserID and Passcode to resume their examinations.
4. The Proctor must note the time the examination(s) was resumed.
5. The Proctor must contact IQT immediately by phone to report the situation.
6. The Proctor must complete an *IQT Incident Report*.

PROCTOR AGREEMENT

I, (print name) _____,
(Proctor IQT UserID) _____, have read the Iso-Quality
Testing, Inc. (IQT) CBT Administration Manual and passed the online Proctor Certification Test on
(date) _____, 20____.

I accept the responsibility to serve as a Proctor for IQT and will represent IQT as a professional and responsible individual. I will administer all IQT examinations according to the policies and procedures outlined in this manual.

I understand the need for security and confidentiality of all IQT examinations and will not compromise an examination in any way. I will not permit other individuals to have access to IQT examinations at any time, and will report any behavior that may compromise the integrity of an examination immediately to IQT.

I understand that if I breach the security of any IQT examination, or fail to follow procedures as outlines in the Proctor Administration Manual, I will immediately be terminated as an IQT Proctor and may be subject to additional legal consequences.

Please Print:

Proctor UserID: _____

Proctor Signature: _____

Date: _____ **Phone:** _____

Email Address: _____

Site: _____

Address: _____

Please read and complete information above and FAX back to IQT at: (727) 733-5758