



# IQT PROCTOR MANUAL



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## Introduction

Thank you for accepting the responsibility as Proctor for the administration of Iso-Quality Testing, Inc., (IQT) examinations. We depend on you to supervise test administrations using the detailed guidelines and procedures found in this manual to provide a fair and secure environment for all testing materials and candidates. By carefully adhering to these administration practices, a Proctor may contribute to the validity of each candidate's results in the standardized achievement. Additionally, following the appropriate practices can ensure satisfaction for widely accepted ethical standards and codes of responsibilities required for test administrators to follow at the best of their ability.

It is important that the assessment's results and the security of the exam materials are as objective as possible to be considered valid and meaningful when used to compare the assessed quality of candidates. If an assessment's results are perceived to have been significantly affected by external factors that occur before, during, or after its administration, they can feasibly be considered subject to different interpretations, thereby decreasing their value. This manual will provide the necessary steps to control these external factors, among other practices, to ensure the assessment is a valid measurement tool that produces meaningful results.

We look forward to building a professional relationship that is mutually beneficial to all parties involved in the testing administration.

## Contacting IQT Support

### Regular Business Hours, After Hours and Technical Support

IQT provides 24x7 support for all proctors, as outlined below. **It is important to note that IQT must be called immediately for all potential security issues or cheating incidents. An Incident Report must also be submitted via the red "Incident Report" button located on the Proctor Administration Examination Roster screen.**

If there are any security issues, questions, need of assistance or technical support, please contact us Monday through Friday between the hours 8:00 AM and 5:00 PM Eastern Standard Time to speak with an IQT representative at the following numbers.

Toll Free: 866-773-1114

International: 727-733-1110

We also provide **emergency after-hours** assistance between 5:00 PM and 8:00 AM Eastern Standard Time and on the weekends. Please use your best judgement as this line is for any emergency that may occur before, during, or after any administration. This line is for **Proctors only**.

Toll Free: 877-779-3926

International: 727-466-8121

For non-emergencies, please make sure to leave a message on our main line or email your Site Manager: [manager@isoqualitytesting.com](mailto:manager@isoqualitytesting.com).

It is important to understand that the **emergency after-hours numbers** are not to be given to any candidates, under any circumstances, or used during regular business hours. This will ensure that we minimize the call volume and are available to assist you at our earliest convenience.

Additionally, please make sure that an IQT Incident Report is completed and submitted for every technical issue call. To access the incident reporting, see image on page 17.

It is recommended that the Proctor Administrator have the IQT main and emergency line posted for all proctors and programmed into a cell phone, should the testing center experience any form of power or Internet outage.

## **Examination Administration Overview**

### **Protection of Examination Materials**

Iso-Quality Testing examination materials are high-stakes exams which can dramatically affect an individual's ability to work, seek additional compensation based on receiving the certification, and enjoy all of the accolades and privileges which go along with becoming certified, etc. Test security is of the utmost importance to IQT, the test developers, and our clients. All proctors must maintain strict security of test material and candidate information in accordance with established security practices. Exam security protocols have been specifically developed to protect the exam content and administration of the Iso-Quality Testing certification exams, as well as the security of all candidate data. Test information and candidate data are highly confidential, and all records must be maintained with the utmost security.

IQT examinations are and remain the sole and exclusive proprietary and intellectual property of the stakeholders and are protected by contract, trade secret, and federal copyright laws. It is a violation of those laws to share any information whatsoever about any IQT examination materials and content. The copying, reproduction, recording, distribution, possession, re-displaying, transmission, recounting, recitation, etc., of IQT exam materials and/or questions by any means, in whole or in part, without explicit written authorization from Iso-Quality Testing, is strictly prohibited and is considered a breach of exam security, as well as a violation governing state and federal laws. Proctors are responsible for closely monitoring candidates for behaviors that are common among candidates who attempt to cheat or compromise the test material.

Further, candidates are strictly prohibited and agree that they will not engage in any activity (either actively or passively, directly or indirectly) which would in any way jeopardize the integrity, breach the security, or compromise any exam content in whole or in part.

## Standardized Testing

Standardized testing provides consistency in administration and scoring. At IQT we strive to be able to administer under controlled conditions that specify where, when, how, and for how long candidates respond to the questions. Scoring processes make it possible to compare the relative performance of an individual to a group of candidates and a well-designed, standardized exam will be able to provide an accurate assessment of an individual's skill and knowledge.

## Test Center Environment and Appearance

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, adequate spacing between testing stations (see test center specifications on page 44), appropriate lighting conditions for ergonomic viewing of the testing computer's monitors, etc.

Proctors should also be aware that the physical appearance of the testing center plays a role in the candidate's examination experience. Every effort should be made to ensure that the normal condition of the check-in station, testing area, restrooms, and any other area the candidate must pass is one of neatness and order.

## Distraction-Free Testing

It is the Proctor's duty to ensure a quiet and distraction-free environment. It is highly recommended that testing centers provide noise-cancelling devices such as earplugs and/or headphones, as the exterior environment may change with construction, car accidents, special events, etc. Reasonable distractions also include other candidates typing and necessary proctor-candidate communication. Proctors must make every effort to control these potential distractions by rearranging the testing facility's layout to cancel out visual or audible disturbances.

## Reporting Security Violations

Any attempt to breach the security of the examination materials directly or indirectly -- including the copying, reproduction, recording, distribution, possession, re-displaying, transmission, recounting, recitation, cheating, or any other form mentioned in this manual or known by the Proctor -- is to be reported by calling IQT **immediately**. This includes but is not limited to:

- Possession of an unauthorized item during examination
- Copying exam questions, answers, or any exam item
- Taking photos, video, or recording of any kind
- Discussion of the examination materials, before, during, or after the examination
- Cheating

IQT must be called when a Proctor observes or believes there is any behavior with the possibility of a security violation or cheating. If a security violation or cheating has occurred, proctors must immediately end the candidate exam, call IQT, and submit an Incident Report (Incident Report instructions are located on page 16). Further information about reporting can also be found in the **Breach of Exam Security** section of this manual on page 31.

## Reporting Distractions

If the Proctor is aware of construction or unreasonable distractions beyond the Proctor's control, the candidate(s) scheduled during those distractions will have the option to reschedule without any fees. However, if the examination has not started, the Proctor should explain the noise issue and the candidate's options before checking the candidate in. An Incident Report is to be submitted electronically with the decision of the candidate via the Proctor Administration screen. See image on page 17.

If the examination is in progress when excessive distractions occurs, the Proctor should pause the exam by exiting the browser on the candidate's exam PC and request the candidate wait up to 10 minutes for the distraction to cease. If the distraction continues, the candidate should be asked if he/she wishes to continue. If the candidate wishes to continue, they will need to re-enter their UserID and Passcode to return to their exam. If the candidate wishes to stop their exam and take it at a later date, make sure the browser is closed and secure any authorized materials. Ask them to contact IQT for rescheduling instructions and immediately add the related information to the existing Incident Report and resubmit the update.

## Identification Requirements

To gain admission to the testing facility, all candidates, without exception, must present a valid government-issued photo identification (ID) with the exact name used at the time of exam registration. Failure to provide appropriate identification at the time of the examination is considered a no-show and there will be no refund of the examination fee to the candidate. Specific identification requirements can be found in the **“Establishing Positive Identification and Verification Procedures”** on page 20. If you have questions, call Iso-Quality Testing immediately for further assistance and instructions.

## Admission Letter

The Admission Letter is provided to the candidate after he/she schedules the exam. This document is critical to compare to information against data within the day's roster and information relating to the candidate's examination and provides clear instructions on the candidate's responsibilities. Every candidate must have a physical copy of their Admission Letter. **Electronic copies of the Admission Letter on the candidate's phone or tablet are not acceptable.** Please refer to page 18 for specific Admission Letter requirements.

## **Candidate Authorized Materials**

All candidate authorized testing materials are identified within the Admission Letter presented by the candidate on the date of the exam. Authorized materials may vary per candidate and according to the exam. Please ensure that the items listed in the Candidate Authorized Materials section are the only materials that the candidate has in his/her possession during the examination. Some materials are required to be provided by the testing center. Please refer to “**Candidate Authorized Materials**” on page 22 for specific procedures.

## **Testing Facilities Staff**

### **Exam Center Supervisor (ECS) Responsibilities**

The Exam Center Supervisor (ECS) will be the main contact responsible to oversee all operations in its testing center and is required to know and understand the relevant policies and procedures included in this manual and its appendices before administering any IQT exams. Additionally, as well as maintaining Proctor responsibilities, the ECS will be responsible for the duties and responsibilities of staff and other proctors involved in the Iso-Quality Testing examinations.

### **Proctor Requirements**

To administer IQT examinations, proctors must become IQT certified. To be considered for certification, a Proctor must:

- Be at least 18 years of age.
- Be able to read, speak, and write in English with reasonable proficiency. It is understood that most examinations will be administered in the English language.
- Participate in yearly recertification.
- Be of good moral character as it is referred to in United States law, and as such, not have been the subject of any judicial or administrative decisions involving offenses or violations of moral turpitude.

If a Proctor applicant meets the above requirements, he/she must submit the IQT Proctor Application and Agreement with an enlarged, COLOR copy of his/her government-issued photo ID (i.e., driver’s license) to the Exam Center Supervisor (ECS), which will be forwarded to IQT.

## Proctor Responsibilities

A Proctor is a supervisor or monitor who administers examinations and oversees the process using standardized protocols to preserve the integrity of the exam process. An IQT-certified Proctor is knowledgeable of, adheres to, and enforces all IQT processes and procedures for all IQT examinations. As a Proctor, you serve an important role, ensuring that testing occurs fairly and uniformly. Once IQT certified, you are responsible for:

- Managing the testing center calendar.
- Identifying each examinee accurately by establishing positive identification as it is described in this manual, to prevent a situation where someone may attempt to take the exam on someone else's behalf.
- Conducting the examination according to instructions, to ensure that every examinee is tested under a uniform set of prescribed conditions with adherence to the timed testing and minimal disturbance.
- Maintaining exam security by continuous monitoring of candidates, reporting security breaches immediately, and cooperating with any security-related inquiries.
- Ensuring the integrity of the exam by **not**:
  - Reviewing or discussing any examination content with anyone at any time.
  - Administering any IQT exams to yourself or to anyone who might pose a conflict of interest or an exam security risk.
  - Allowing any reproduction of exam content.
- Treating all candidates in a fair and equitable manner.
- Keeping your Proctor login information secure and unknown to others (including fellow proctors).

## Code of Ethics

It is essential for all proctors to work with a teamwork philosophy and engage with the same concern, organizational skills, proactive efforts, respect, and caring attitude within every test administration including all interactions with candidates. At IQT we believe that the testing environment will benefit its operations and business when implementing the following Code of Ethics:

1. Polite, genuine, and courteous service.
2. Handle requests in a timely manner with consistent follow-through and communication.
3. Proactive problem-solving and guidance.
4. Encouragement of high level of employee morale through recognition and effective communication.
5. Operate with integrity and promote accountability.

If the Code of Ethics is followed as instructed, all operations, both internal and external, will be managed in the best manner with the expectation of consistent positive results.

## **Conflict of Interest**

To offer the best setting in standardized testing, it is important to the integrity of the credentialing program to provide a neutral and equal opportunity for all candidates by allowing them to perform appropriately in circumstances that do not interfere with the certification process. Because of this, proctors are prohibited to administer exams to coworkers or business associates. Additionally, any institution with educational programs designed to teach a certain topic of certification is prohibited to be involved in proctoring or administration of the exam, unless specifically arranged by the certifying organization board. Otherwise, the exam administration is prohibited for affiliations which include:

- Friends
- Family
- Coworkers
- Program educators to his/her students

If any violations of examination policies contained herein should occur, it is required that all details are reported by calling Iso-Quality Testing (IQT) immediately.

## **Appropriate Dress**

Proctors should dress professionally and should wear “business casual” when administering IQT examinations.

### Business Casual

- Men: Collared shirts (polo or button down), khakis, slacks, trousers, loafers, or dress shoes
- Women: Collared shirts or blouses, slacks, dresses or skirts, dress shoes, or nice sandals

### Unacceptable Work Attire

- Revealing blouses, T-shirts, or jeans, apparel with graphics that may be offensive or cause distraction, halter tops or low-cut blouses, athletic apparel, shorts, short skirts, beachwear, wrinkled clothing, baseball caps, tennis shoes, flip-flops, or any inappropriate footwear.

## Facial Hair, Piercings, Body Art

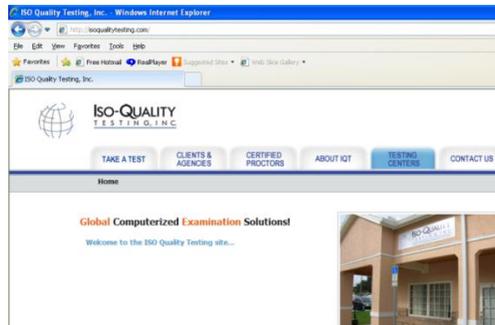
With respect to personal grooming and appearance in general, all proctors should maintain a well-groomed and professional appearance (this applies to facial hair and general cleanliness). Body art and piercings are not of concern to IQT; however, every effort should be made to conceal tattoos or markings which may be found offensive by a candidate.

## Proctor General Administration Set-up

### IQT Secure Testing System

All Iso-Quality Testing, Inc., exams are delivered through the Secure Browser platform. This is a self-updating program that will also provide access to “Proctor Utilities” where most of the administering functions are found. To set up a facility to host the IQT exams, please complete the following instructions:

- (1) Download the Secure Browser.
  - a. Go to [www.isoqualitytesting.com](http://www.isoqualitytesting.com)

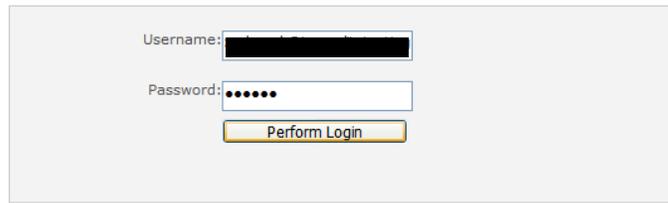


- b. Click on the “Testing Centers” tab.
    - c. Choose “Login to Admin Module” option.



- d. Login using YOUR username and password. **Never use another Proctor’s login information.**

## IQT Login



A login form with two input fields: 'Username:' and 'Password:'. The 'Username:' field contains a blacked-out name. The 'Password:' field contains seven dots. Below the fields is a yellow button labeled 'Perform Login'.

- e. Choose “Download Secure Browser” option.

## ADMINISTRATION MODULE

### Enter Seat Availability >>

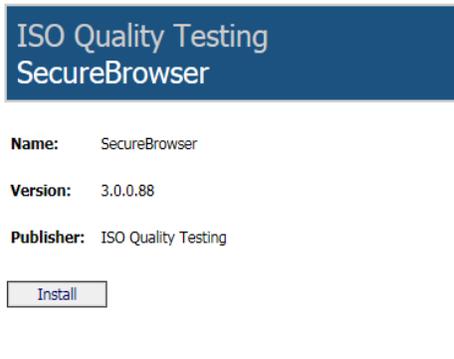
Please input your seat availability for at least the next 30 days.  
You may enter as many days into the future as are available.

### Run a Schedule Report >>

### Download Secure Browser >>

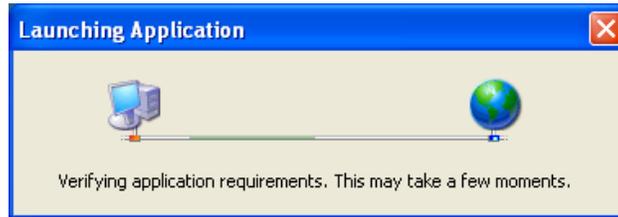
(One-time site installation, self-updating application)

- f. Click “Install” on each screen.

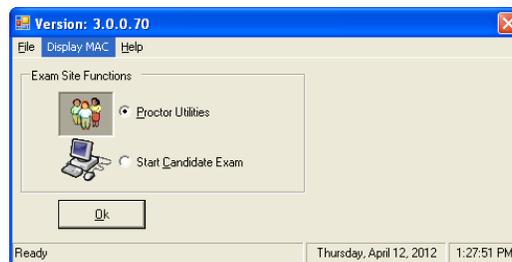


- (2) Launch the Secure Browser and obtain Media Access Control (MAC) address.
  - a. Launch the Browser by clicking START ➡ All Programs ➡ Iso-Quality Testing ➡ Secure Browser.

This image will appear while the Secure Browser is loading:



- b. Choose the "Display MAC" option.

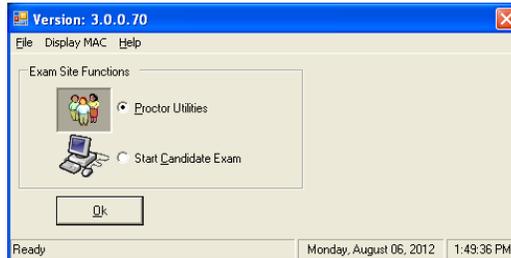


- c. Every computer has a unique MAC or physical address with numbers 0-9 and letters A-F. The MAC address for every computer that will be used for Proctor or examination administration must be submitted to the IQT Site Manager for processing before IQT exams can be administered.



## Proctor Utilities

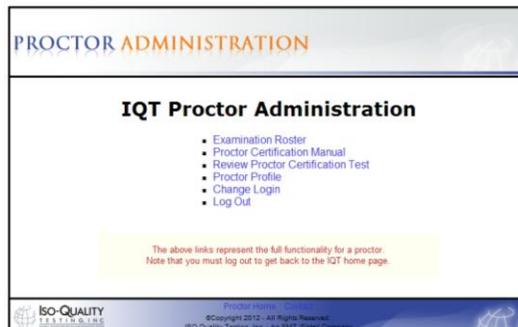
Once a Proctor's computer is registered with IQT, the Proctor will have use of the "Proctor Utilities." From this module, proctors will be able to administer IQT exams. To access Proctor Utilities, launch the Secure Browser, select "Proctor Utilities," and click "OK."



Use your unique Proctor login information to access the Proctor Administration module.



Each Proctor must only use his/her own login information to access Proctor Utilities. Sharing Proctor login information is a security violation and may result in the Proctor's testing center becoming temporarily or even permanently suspended from administering IQT exams. If you are unsure or possibly have misplaced your login information, please contact the Site Manager or email [manager@isoqualitytesting.com](mailto:manager@isoqualitytesting.com).



## Testing Facilities Calendar Management

As an IQT Proctor, you will have full control of your testing facility calendar. Every time a candidate schedules an exam at your site, an automatic notification will be sent to your email. In most cases, scheduling is required to be done at a minimum of five days in advance. In some cases, candidates may be able to schedule their exam less than 5 days prior to their test date. In these cases, an IQT representative may contact you and get verification over the phone or email.

To access your Testing Facility Calendar:

1. Visit [www.isoqualitytesting.com](http://www.isoqualitytesting.com)
2. Select the “Testing Centers”



3. Click on “Login to Administration Module”
4. Enter your Proctor User ID and password

**IQT Login**

The image shows a login form with two input fields. The first field is labeled 'Username:' and contains the text 'aschoeck@isoqualitytesting'. The second field is labeled 'Password:' and contains several black dots. Below the password field is a yellow button with the text 'Perform Login'.

5. Click on the first link “Enter Seat Availability”

### **ADMINISTRATION MODULE**

[Enter Seat Availability](#) >>

Please input your seat availability for at least the next 30 days.  
You may enter as many days into the future as are available.

[Run a Schedule Report](#) >>

[Download Secure Browser](#) >>

(One-time site installation, self-updating application)

The calendar of your testing center (and dates your site has previously tested, if applicable) will be available for your review.

- If you are an ECS/Proctor associated with multiple locations, you will need to select the name of the affiliated site from the dropdown.

To open seats, please complete the following steps:

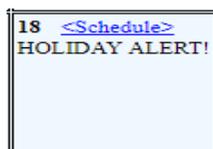
1. Click on the date you would like to open
  - a. If you would like to add a date range, please be sure to select the time range as it appears in **RED** and the individual days in **GREEN**.

From Date: 3/2/2015 ... To Date: 3/2/2015 ...  
Start Time: 7:00 AM End Time: 7:00 AM  
Number Seats: 00  
All Exams  
 S  M  T  W  T  F  S  
<Add Seats> <Cancel>

- b. For the day selected, you have the option of the time slots that will be opened and the number of seats you would like to open.
    - c. Once the date, times, and number of seats are entered, click on [<Add Seats>](#)
    - d. Please be sure to double-check your entry by reviewing your site’s monthly calendar and verify all entries are correct.
2. If you would like to select a day that you will not be testing (e.g., Holidays):
  - a. Choose the date desired
  - b. Under “Add New Type” select “Holiday”

From Date: 3/9/2015 To Date: 3/9/2015  
... ...  
Holiday Description:  
Holiday  
<Add Holiday> <Cancel>

- c. You may change the “Holiday Description” to identify the type of closure (no testing, renovations, vacation, etc.) and click [<Add Holiday>](#). Please note, the candidates will not see this description. This is for the site and IQT’s internal reference only.
- **Important Note:** Sites within the U.S. will contain a “Holiday Alert” on the calendar -- all U.S. observed holidays are marked with this alert. If your site is open for testing on a day marked “Holiday Alert,” you will need to remove the alert before you can add seats for that specific date.



## Site Closures, Renovations or Construction

If you are aware of any circumstances that would prevent testing on future dates, please make sure to contact an IQT representative and inform them of the planned event at your earliest convenience. We may need to get in touch with candidates and reschedule them to another day or time. If there are no candidates scheduled for such date, you may go on the calendar, close the seats and may use the function of “holiday” to specify the event. This information will help IQT during the candidate’s scheduling process.

## Reminders, Accommodations and Modifications

All scheduling must be done with IQT. **Proctors should never attempt to coordinate scheduling or modify a scheduled date with any candidate.** Any time a candidate schedules, reschedules, or cancels an examination, an automatic notification will be sent to the Proctor’s email. In most cases, candidates are required to schedule, reschedule, or cancel an examination with a minimum of 5 days in advance. If a date or time is to be modified within the 5 days, the testing center may be notified by an IQT exam coordinator of such change. This will allow all testing centers to be able to coordinate their schedules accordingly. Candidates are required to present IQT with documentation when rescheduling occurs with short notice with excusable circumstances (jury duty, death in the immediate family, military deployment, or illness).

## Illness and Other Proctor Emergency Occurrences

Emergency situations can happen at any moment. IQT strongly suggests there be a secondary (substitute) Proctor available to fill in at a moment’s notice for the days and times any candidate is scheduled. **If an emergency occurs that will affect the testing center’s scheduled commitments, please be sure to call IQT immediately.**

## Before Testing Preparation

It is important that all efforts are made to properly prepare when getting ready to administer IQT examinations. **Proctors should arrive at least 30 minutes prior to the scheduled exam time to prepare.** To make sure everything runs smoothly, the Proctor should make sure:

- the computers are functioning in accordance with IQT testing standards,
- all candidates are on the roster,
- candidates approved for additional accommodations are accommodated,
- the weather will not be a factor,
- utilities of the building are functioning properly, including air conditioning, heat, lighting, computers, power, etc.,
- there is adequate staff for the day,
- Authorized Exam Materials are available.

## External Factors

Ensure that the testing facility's condition and functionality factors are adequate and appropriate for testing,

## Exam Day Checklist

This checklist will give you procedures to be followed with the steps that need to be performed during the day of the examination. You may use this as a guide to help familiarize yourself with the necessary steps required by IQT. Please use to your discretion. (Please refer to the **Exam Day Checklist** on pages 40–41).

## Pre-Administration

Communication with the Site Manager is very important in ensuring your testing facility is ready for the examination day. Making sure the Secure Browser and computers are registered is only part of this process. Please make sure to go over the **Proctor General Administration Procedures** and **Administration Handbook** for detailed set-up instructions and additional information.

## Verify Workstation Functionality

The Secure Browser and Iso-Quality Testing examinations are Internet based. It is critical that the testing facility has adequate Internet connection for the exams to run smoothly, thus making the Internet speed a crucial factor. For an IQT examination to run properly, the download speed is required to be no less than 7 Mbps. Any speed less than 7 Mbps could result in a slow progression of the exam. To find out the Internet speed factors such as download and upload speed, you may use the Bright House Speed Test at the link below. Please make sure that the test is done on the candidate's computer as speed could change from different PCs.

<http://speedtest.bhn.net/>

Additionally, you may run a sample examination that mimics the same requirements as any other IQT examination. This tool may be used to make sure that any other factors are not interfering with the functionality of the exams. After the preamble and tutorial, there are a total of 10 questions. Browse from question to question (no need to answer the questions) in order to determine the system performance. When the system is behaving properly, it shouldn't take more than 2 seconds to move from question to question.

<https://www.iqtesting.com/Default.aspx?Function=SampleExam&Exam=8>

## General Administration Proctor Procedures

### Examination Roster

Proctor Utilities provides access to the **Examination Roster**, which sites use to access information on candidates who will be testing that day. Additionally, the date's parameter can be adjusted to have access to previous day rosters.



The IQT Examination Roster provides a list of candidates' names, addresses, examination times, and examination titles for the day. On the day of the exam administration, the Proctor should print the IQT Examination Roster for the day and have it available for candidates to sign in upon arrival.

By clicking on “**Print Today's Roster**” a new page will appear prompting you to print the day's roster where candidates will sign next to their name as part of the admission process. If the candidate is not listed on the roster, they will not be allowed to test. The Proctor should contact IQT immediately for further direction.

Please make sure each candidate has signed the roster as part of the check-in process. At the end of the day, the completed roster must be faxed to (727) 738-8522 or emailed to [rosters@isoqualitytesting.com](mailto:rosters@isoqualitytesting.com).

### Incident Reporting

The Proctor has the authority and responsibility to ensure that the examination is conducted under standardized conditions for all examinees. The Proctor is expected to handle all incidents that disturb or deviate from these conditions and document the incident(s). When reporting an event, it is important to identify if the incident is in regard to a Security Issue or an Administrative Issue. Understanding these categories will help with the procedures as each event would require different steps.

There are two separate and equally important ways to report an incident.

1. If any security issue is identified, this is to be reported to IQT immediately. Please refer to the **Reporting Security Violations** section for further information.

2. If there is an administrative issue requiring immediate attention such as system not working properly, candidate not being able to log in, server errors, or issues with the Secure Browser, please be sure to call IQT the moment the issue occurs. After its resolution, be sure to follow with an Incident Report found on the Examination Roster on the Proctor Administration Screen.



Please be aware that proctors will always have the ability to add to an already submitted Incident Report.

Incident reports can be completed without a call when the issue is resolved without assistance from IQT. Nevertheless, incident reports are required to be reported if the candidate's testing experience was in any way affected. IQT must be aware of any event that would peril common practice of standardized testing. Some examples include but are not limited to:

- exams that start more than 20 minutes late,
- candidates had any exam interruptions due to computer performance issues,
- candidate complaints,
- misuse of any software applications, test materials, or documentation,
- exam security issues.

When completing an Incident Report, remember:

- always be professional,
- be concise while still including all necessary details – who, what, when, where, why, how, and resolution or outcome,
- state only facts, not opinions,
- Incident Reports may be read by management, clients, or even law enforcement.

## Candidate Arrival, Check-in, Admission Letter, and Authorized Materials

Please note, only IQT-certified proctors are permitted to check-in, supervise, and monitor any candidate.

### Candidate Arrival at Testing Center

Candidates are typically instructed to arrive at least 10 minutes prior to their scheduled exam, however this may vary based on their credentialing agency. It is the candidate's responsibility to be on time and bring all required documentation and authorized materials (not provided by the testing center) when they arrive.

### Late Arrivals

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 is located on the IQT Examination Roster. All candidates should be provided with 15 minutes of leeway and should be accepted to test in consideration of personal occurrences and the testing facility's computer availability.

If a candidate is more than 30 minutes late, the testing center is in no way obligated to administer the exam. If the test center chooses to administer the exam, the login information from the candidate's Admission Letter will still be valid. Please note that a candidate can only take their registered examination on the day it was scheduled. If any candidate is turned away and not admitted to the examination, an Incident Report is required in explanation of the event.

### Visitors

Candidates are not allowed to receive any kind of visitors during the examination under any circumstances. However, there may be instances where the testing facility could receive a visit from one of IQT's client representatives. While these may be for quality assurance, it is important to understand that no one is allowed to enter the testing room unless it is specifically coordinated in advance. All approved visitations will be arranged in advance and no surprise guests are allowed in the testing room.

### Candidate Admission Letter Requirements

It is the candidates' responsibility to provide their physical copy of the Admission Letter on the day of testing. The Admission Letter will be used to verify the candidate's identification, User ID, Passcode, and Authorized Materials.

For security reasons every candidate must have a physical copy of the Admission Letter.

**Electronic copies of the Admission Letter on their phone or tablet are not acceptable.** If a candidate forgets the letter and does not have login information or an accessible email address on file with IQT, he/she will not be permitted to test and will be considered a no-show.

If the candidate arrives at the testing center without their Admission Letter, at the discretion of the testing center the candidate may be provided access to their Admission Letter by logging into “Exam Registration” at [www.iqttesting.com](http://www.iqttesting.com) to reprint their letter. If the candidate has an accessible email address linked to their account, IQT can be contacted to email the candidate a copy of the letter. Due to security issues, IQT will not send the Admission Letter to any email other than the address listed on the candidate’s account.

The Proctor must collect the Admission Letter after the candidate logs into the exam and should retain the document until the end of the exam. This is necessary should the candidate experience an exam interruption as they would need this document to re-log back into the exam. The candidate may ask for the Admission Letter back after the exam is complete. If the candidate does not want the letter, the document should be shredded once the candidate’s exam is complete and it is confirmed they do not want it returned to them.

## **Admission Letter Information**

The candidate is responsible for being aware of the testing requirements found in this document, prior to his/her arrival to the scheduled examination. The Admission Letter includes:

- Candidate’s name, address, and contact information
- Exam facility location and scheduled date and time
- Exam registration receipt
- IQT’s policies on
  - Changing candidate information
  - No-shows and rescheduling
  - Valid forms of identification
  - Inclement weather
  - Examination security
- User ID and Passcode necessary to login to the exam
- Authorized materials list

Information in the Admission Letter may change according to the board (stakeholder). Please refer the candidate back to their letter if he/she has any questions regarding the policies and/or regulations. (Please find an example of an Admission Letter on page 20).

## EXAM REGISTRATION RECEIPT

### Illinois Certified Counselor

**!!! IMPORTANT !!!**  
You must bring your Candidate Admission Letter with you on the day of your exam.  
If you do not you will be denied entry to your scheduled exam, and any fees paid will be forfeited.

Candidate:

Exam Time:  
Location:

You have consented to the IQT Examination Agreement.

Note: This examination may not be rescheduled after 15 Dec 2014.  
Note that this receipt has been automatically emailed to you.

#### Section 1 of 3

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- **Arriving for Your Appointment:** Please arrive at the testing center **A MINIMUM OF 10 MINUTES BEFORE YOUR APPOINTMENT TIME**. If you have any doubts about the location of the testing center, IQT strongly recommends that you go to MapQuest and print out a map to the location, or you may wish to drive to the center in advance (the evening prior, for example), to ensure you know where it is located.
- **Proctoring Fee:** Some testing sites assess a small proctoring fee, please be prepared to pay \$15-\$25 directly to the testing center upon arrival.
- **Identification:** You must present a **VALID GOVERNMENT ISSUED PHOTO ID WITH SIGNATURE** in order to be admitted to the examination. Approved forms for ID are: Drivers License, Government Issued ID Card (must have photo and signature), Passport, Military ID Card. No other forms of identification will be accepted. The name and address on your admission letter must match the name and address on your photo ID.
- **Food and Drink:** No food or drink will be permitted in the examination room for any reason.
- **Authorized Materials:** Only reference materials on the **IQT Authorized Materials List** are allowed in the testing room. For some testing programs, calculators and other tools are also allowed, and will appear on the IQT Authorized Materials List. Candidates are asked to bring as few items as possible to the testing area. If you have questions about what you are permitted to bring into the examination room please email IQT at [CS@isoqualitytesting.com](mailto:CS@isoqualitytesting.com). You may also call at 1-866-773-1114 (USA) or 1-727-732-1110 (international callers). Only those materials that the **EXAMINATION SPONSORING AGENCY** notifies IQT as authorized will be permitted by the Proctor.
- **Examination Security:** Failure to follow candidate instructions will result in your application being voided and forfeiture of your application fee. Conduct that results in violation of security or disrupts the administration of the examination could result in cancellation of your examination and dismissal from the testing center. In addition, your examination will be considered void and will not be scored. Examples of misconduct include, but are not limited to, the following: writing on anything other than the IQT Authorized Scratch Paper provided to you, looking at another candidate's computer monitor, or talking with other candidates anytime during the **entire** examination period. You are particularly cautioned not to do so after you have completed the examination, as other candidates in the area might be taking a break and still not have completed the examination. You may not attend the examination only to review or audit test materials. You may not copy any portion of the examination for any reason. No examination information may leave the test room under any circumstances. No unauthorized persons will be admitted into the testing area. Please be further advised that all examination content is strictly confidential. You may only communicate about the test, or questions on the test, using the appropriate forms provided within the examination delivery system. **At no other time, before, during or after the examination, may you communicate orally, electronically or in writing with any person or entity about the content of the examination or individual examination questions.**
- **Examination Site:** While the site climate is controlled to the extent possible, be prepared for either warm or cool temperatures at the testing center in the event that you become uncomfortable. Cellular phones and beepers are prohibited in the testing area. The use of headphones inside the testing area is prohibited. Electrical outlets will not be available for any reason. Earplugs for sound suppression are allowed. No smoking or use of tobacco products will be allowed inside the testing area. You must vacate the testing area after you have completed the examination. If you require special assistance, you must contact IQT at least one week in advance of the examination date and appropriate arrangements will be made. Due to limited parking facilities at some testing centers, please allow ample time to park and reach the testing area.
- **IQT Inclement Weather Policy:** If your area is experiencing inclement weather, it is your responsibility to contact your testing center to confirm if it is closed or delayed in opening. Most likely there will be a voice message on the testing center's phone system to notify candidates of any change in business hours during the inclement weather.

## CANDIDATE ADMISSION LETTER

12/17/2014

**!!! IMPORTANT !!! IMPORTANT !!! IMPORTANT !!!**

You must bring **THIS** Candidate Admission Letter with you on the day of your exam. If you do not, you will be denied entry to your scheduled exam and any fees paid will be forfeited.

Congratulations! You have successfully registered to sit for the Illinois Certified Alcohol and Drug Abuse Counselor examination, in English, on the IQT computer based testing network. Your appointment information to take the examination is as follows:

**Candidate UserID:**  
**Candidate Passcode:**  
**Exam Date:**  
**Exam Duration:**  
**Test Center Location:**  
[Show Map](#)

Please carefully read and note the following important additional information:

- **Rescheduling:** If you fail to show up for your examination at the scheduled time, do not have the proper identification, or do not have your admission document, you will not be allowed to sit for your exam. You will be considered a "No-Show", your examination fees will be forfeited, and you will be required to re-register and pay all fees prior to sitting for the exam. However, if an issue arises that prohibits you from making it to your scheduled exam, you may reschedule **prior to (5) calendar days** before your scheduled exam date. **You may be required to pay a rescheduling fee to process your request.**

**Reschedule/Cancellation Policy**  
**If it is less than (5) calendar days, you will not be allowed to cancel or reschedule your exam unless the following four situations have occurred:**

Jury Duty  
Death in the immediate family  
Military Deployment  
Sickness

## AUTHORIZED MATERIALS LIST

05/22/2014

Candidate Name:  
Candidate UserID:  
Exam Name:  
Exam Date:  
Exam Duration:

For the items ample time to park and reach Examination, the following items are authorized materials during the examination:

- Authorized Scratch Paper, provided at test center
- Pen or Pencil, provided at test center

#### Section 3 of 3

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## Establishing Positive Identification and Verification Procedures

The candidate's first and last name on their official government photo ID card must match the test administration Admission Letter and the exam roster exactly. The identification presented must be valid and **NOT EXPIRED**, and the photo must match the candidate.

The primary form of identification must be a signed, currently valid, photo ID from a state/providence/territory, or federal government. Any identification presented must not exhibit any characteristics of being altered, defaced, obliterated, modified, or changed in any way.

If a candidate has recently changed names by matrimony, divorce, etc., they must provide additional documentation such as a copy of the marriage license, divorce decree, or temporary documentation in validation of the documentation presented. If the first and last names are not an exact match, or government-provided temporary documentation is provided, contact Iso-Quality Testing by phone immediately.

#### Acceptable IDs

- Driver's license photo ID
- State-issued photo ID card
- Passport
- Military photo ID
- Temporary Driver's License (must be provided in addition to photo ID)

#### Examples of non-acceptable IDs

- Library card or gym membership
- School ID
- Social Security card
- Credit card or department store card
- ID with only photo OR signature
- Facebook/social media
- Photocopy of "Acceptable ID"

Once the identification is produced by the exam candidate, the Proctor must adhere to the following procedures to establish positive identification:

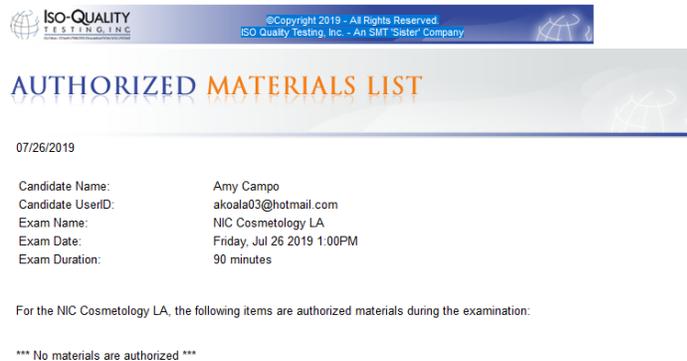
1. Visual recognition in comparison with the candidate and the photo identification\*
2. Confirm the ID is valid and has not expired.
3. Compare the candidate's first and last name on their ID against the name on the Admission Letter and the roster.
4. Ask the candidate to sign the roster.
5. Compare the signature on the roster to the candidate's ID.
6. If the candidate signs their name differently, or it does not look similar, ask the candidate to re-sign their name as it appears on their ID (Do not show the ID to the candidate).
7. If the signatures still do not match, contact IQT immediately.
8. If the signatures match, move forward with the printing of the authorized materials and launching the candidate's exam.

\*Visual recognition in comparison with the candidate and the photo identification is critical. There are instances, however, that this may be of a sensitive nature when dealing with religious articles. If any candidate is in possession of any form of apparel or object covering facial or identification features, please explain the crucial importance of positive identification and respectfully inquire for their permission to disclose such features in a private setting such as a separate room, away from other spectators. This must be delivered with the utmost respect to any

individual's religious preference. Please call IQT immediately if there are any questions or if any candidate refuses to follow these measures.

## Candidate Authorized Materials List

The authorized materials listed on the Admission Letter must match the materials listed on the Proctor administration examination roster. Please see example of the Authorized Materials listed within the candidate Admission Letter below.



If the materials listed do not match, call IQT immediately.

Some candidates may ask to bring in seemingly minor items such as gum, water, and tissues. All food, beverages, and gum must be left out of the testing room. Clean tissues should be provided by the testing center or checked for writing if provided by the candidate. It is highly recommended that noise canceling devices such as ear plugs and/or headphones be provided by the testing center.

Any item that a candidate has been specifically authorized to possess during the examination is to be inspected before and after the exam for handwritten notes and/or irregularities of that item. It is required that if any material is to be provided by the testing center, such as pencils or scratch paper, that the items are modified to be easily identified by any staff member of the testing facility. For example, printing scratch paper in a certain color or providing pencils covered with electrical tape by the eraser.

- Scratch Paper – If permitted for an examination, IQT Scratch Paper will automatically print with the IQT Authorized Materials List from the Examination Roster. Candidates are to be given IQT Authorized Scratch Paper only by the Proctor. Candidates may not bring in scratch paper. The Proctor must collect and destroy all scratch paper at the end of the examination unless there is an irregularity during the candidate's exam, which would result in the review of scratch paper by IQT.
- Pens/Pencils – All pens and pencils must be provided by the testing center.
- Calculators – If a handheld calculator is listed as an Authorized Material, it must still be inspected before being brought into the examination room. The Proctor must check to

ensure the calculator is silent; battery operated, does not have paper-tape printing capabilities, and is non-programmable. Do not allow in the casing for a calculator unless the case is attached. If the case is attached, inspect the case for notes. Check the model as it may be specified in the Admission Letter. This should be compared to the information within the roster.

- Study Guides and Books – Some examinations allow study guides and/or reference books. If there is any question as to what specifically is allowed, the Proctor should contact IQT. All materials should be inspected before and after the exam. Any referencing tabs must be removed (i.e., Post-it Notes). If there are handwritten notes on reference material after the exam, those materials must be reported to IQT immediately.

It is strictly prohibited to have any personal material, or any items not specified as authorized, in the testing room. All other possessions are to be stored securely in a locker or other designated area away from the testing room, where candidates will not have access during the examination.

Without exception, all authorized testing materials provided by the testing center must be collected at the end of the examination. No candidate is to take any of the documentation outside of the testing center as it is considered a potential security breach. Any Authorized Materials violations must be reported immediately to IQT via phone and completing and submitting an Incident Report. See image on page 17.

## Printing Candidate Authorized Materials

The examination roster is located in Proctor Utilities, and reflects a list of the scheduled candidates for the day, separated by horizontal rows with the information of each candidate. In the last column under “Sundry” the link provides the candidate with a specific authorized materials list.

Launch	Time	Name	Address	Exam	Sundry
Launch	9:00 AM Thursday Feb 28, 2013	@SMTTestBecky @SMTTestMcquillen donotusebeckystlaw@aol.com	2494 Bayshore Blvd Dunedin FL 34698 United States	Strc Registered Nurse (180 minutes)	Scratch Paper & Authorized Materials List

Once the candidate’s identification has been verified and they have signed the roster, you will need to print the authorized materials (if any) by clicking on the authorized materials link. You will be directed to a new window and prompted to print the IQT Authorized Scratch Paper and other authorized materials. Print the materials on colored paper for the purpose of easily recognizing and preventing the use of unauthorized materials.

## **Candidate Admittance into the Secure Testing Area**

### **Prohibited Items/Articles**

Possession and/or access to the following items are strictly prohibited and will NOT be permitted in the secure testing room:

1. Wrist watches or any other type of timekeeping devices;
2. Electronic devices of any kind including, but not limited to, cell phones, smartphones, iPhones, wireless devices, calculators, clocks, cameras, scanners, radios, recording devices, programmable watches, transmitters or receiving devices, microphones, etc.;
3. Headphones, headsets, earphones, earbuds, or Bluetooth capable devices;
4. Notes, papers, books, exam review, or other study materials in any format or media (including CDs) not listed on the authorized materials list;
5. USB keys, external media, DVDs, CDs, or other electronic media;
6. Newspapers, magazines, dictionaries, prayer books, or any other written material;
7. Luggage, handbags, purses, backpacks, briefcases, tote bags, or bags of any kind;
8. Pens, pencils, markers, or highlighters of any kind;
9. Large jewelry, hats, baseball caps, or visors (religious apparel that does not contain a brim or obscure the applicant's facial features is permitted).

### **Firearms/Weapons**

Firearms or weapons of any kind are not allowed in the testing facility. If any candidate is found to have weapons during the check-in process, they are to safely remove those items and place them in their vehicle or other secure location outside of the testing facility. However, if the candidate is a law enforcement officer, there are certain ranks that require the officer to have his/her weapon at all times. Please call Iso-Quality Testing for further information on this topic.

### **Candidate Security Check**

Before admitting the candidate into the secure testing area, proctors should adhere to the following security check steps.

1. Proctor must check candidate's pockets by requesting pockets be pulled out, pant legs pulled up, and long-sleeved shirts be lifted to ensure there are no prohibited items or unauthorized exam materials. (No hoodies or sweaters are allowed in testing room unless they are removed and inspected first.)
2. Proctors should check visible tattoos (example: forearm), eyeglasses, long fingernails, etc., to ensure candidate has no unauthorized materials.

3. Proctors should request candidates wearing a religious headdress that covers the ears to lift above the ear to ensure no Bluetooth devices are being worn.
4. Proctor MUST have candidate secure all unauthorized exam materials in either car, locker, or locked desk near the Proctor prior to being checked-in and entering the secure testing room.

## Exam Administration

### Launching Exam

Launching an exam will allow the candidate access to the examination and it ensures that the candidate is at the right testing center as scheduled. An exam must be launched before the candidate’s login information is entered to start the exam. The candidate’s examination can only be launched on their scheduled examination day and after the candidate has been positively identified. Launching the exam signifies:

- The candidate has presented proper ID.
- The candidate only possesses authorized materials.
- The candidate is prepared to complete their tutorial and examination.

Proctors should never launch the exam until it is confirmed that the candidate is actually taking the exam. After the check-in process for the candidate is complete, the Proctor must go to the Examination Roster and click the “Launch” link next to the appropriate candidate.

Note: For launched exams, click the 'Get Latest Data' button to retrieve updates to a candidate's exam status.

Launch	Time	Name	Address	Exam	Sundry
<a href="#">Launch</a>					Scratch Paper & Authorized Materials List



The “Launch” link will change to “Exam Launched.”

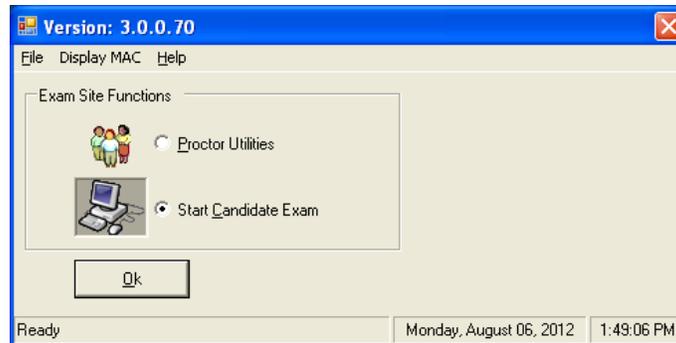
Note: For launched exams, click the 'Get Latest Data' button to retrieve updates to a candidate's exam status.

Launch	Time	Name	Address	Exam	Sundry
Exam launched 1:45 pm (Stop)					Scratch Paper & Authorized Materials List

Once the candidate is successfully admitted and the exam has been “Launched” from the Examination Roster the candidate can be seated at their testing station and login to the examination.

## Candidate Login

The Proctor should escort the candidate to a testing station. At this point, you may access the Secure Browser and select “Start Candidate Exam.”



The Login Screen will appear, and the Proctor should assist the candidate by informing him/her to enter the candidate User ID and Passcode from page 2 of the Admission Letter.



## Multi-Session Exams

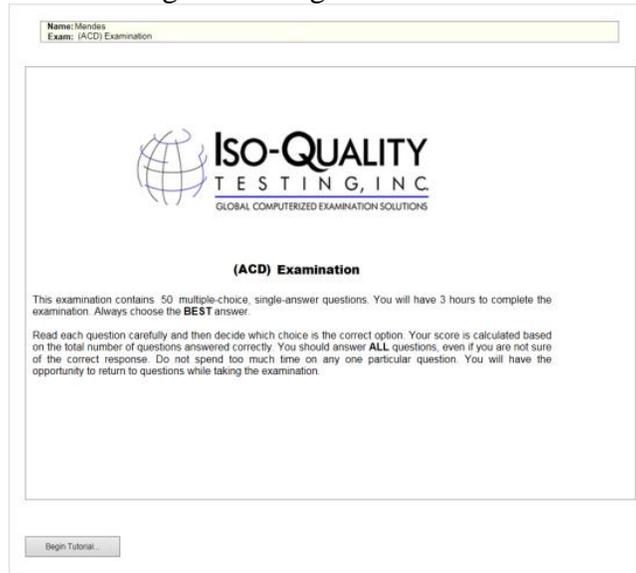
If a candidate’s examination is being administered in two or more sessions with separate passcodes and a break in between, the login procedures must be repeated for the additional sessions. The candidate may not return to the examination without providing a valid government-issued photo ID and must sign-in on the roster for each section. Please contact IQT if you are unsure if the candidate’s exam includes breaks in between sections.

## Candidate Testing Experience

This section contains information of what candidates will experience when taking the exam with IQT. This section provides all steps related to the candidate experience.

## Preamble

Once candidates are checked in and logged into their exams, the first screen will be the Preamble screen. The candidate should first verify their name on the top left-hand side of the screen. The preamble should be read by the candidate in its entirety, as it offers important information needed in preparation of the examination such as the length of the exam and the number of questions. Each Preamble will change according to the exam the candidate is registered for.



## Tutorial

After the candidate is finished reviewing the information needed in the preamble, they may proceed to the tutorial, where they will have an opportunity to familiarize themselves with the functionality of the exam system.

The candidate will click on “Begin Tutorial” on the lower left corner. The tutorial will provide an overview of the functions of the examination, with the same style and format of the actual exam as shown below. It is recommended that candidates demonstrate knowledge of how the exam system works by completing the tutorial.



While in the tutorial, each question must be answered correctly before moving to the next question; otherwise a red box will appear at the bottom left corner, stating the answer was incorrect. The candidates will be provided a total of 7 questions and 5 minutes to complete the tutorial. This will not affect the time of the actual exam. When candidates answer the last question, a notice will appear that he/she is on the last question. This is only to notify that all questions have been answered, and does not end the exam. Once all questions are answered, the candidate will click on “End Tutorial.”



## Beginning the Exam

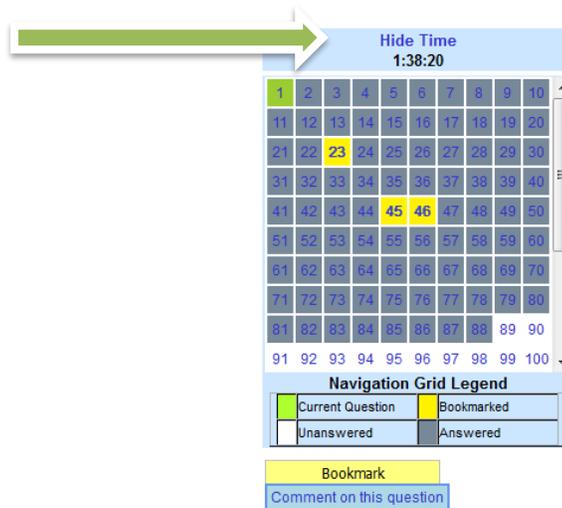
The testing system was designed with the idea that Internet interruptions will happen at any given time. As such, all responses, time, bookmarks, and comments are saved as the candidate answers them. If any interruption were to occur, the candidate will resume at the last response that was submitted, before the interruption occurred.

After the tutorial is completed, the candidate will begin their actual exam. Candidates will have the ability of skipping, bookmarking, or commenting on any question:

- **Skipping** – A candidate may choose to leave a question unanswered and come back to it at the end of the exam. This can be achieved by clicking on another question on the navigation grid, or by clicking on the next arrow in the bottom left of the screen.
- **Bookmarking** – When a question is answered, and the candidate is not completely certain and would like to come back to it, the question can be bookmarked.
  - Only a question that has been answered can be bookmarked, otherwise the question should be skipped.
- **Commenting** – This function provides the ability to comment on any question that presents irregularities identified by the candidate. All comments are reviewed by the credentialing organization in efforts to improve the exam.

The candidate will have a navigation grid on the right side of the screen. This will display the bookmark and comment question options, as well as the time remaining in the exam. The candidate may navigate through the exam by clicking on the arrows on the lower left corner or by clicking on the question they choose to go to on the grid. If the candidate would like to hide the time, this can also be done on the navigation grid by clicking on “Hide Time” as shown below. The navigation grid will display:

- Current question in **green**
- Bookmarked questions in **yellow**
- Answered questions in **gray**
- Unanswered questions in white



It is important to understand that candidates must be the ones to choose and click on the items. Proctors should never do this for the candidate.

## Monitoring Candidates

Secure monitoring during an exam is crucial to the security of the exam administration process. Testing centers who fail to adequately monitor candidates potentially compromise exam content and, therefore, the validity of the exam for the candidate testing and all future candidates. These are grounds for revoking IQT Proctor Certification and even the ability for the testing center to offer IQT exams.

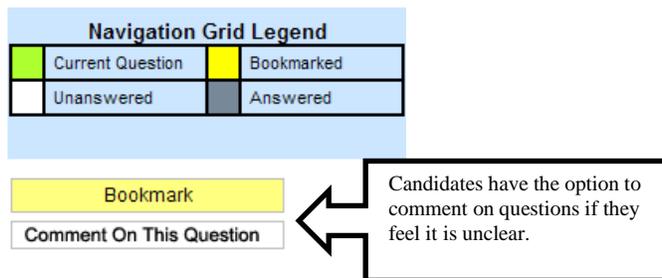
The proctor(s) must monitor the testing room at all times, frequently walking around the testing room in order to observe all candidates and computer screens. If candidates are monitored by video surveillance, the security monitor must be in view at all times and should be checked as frequently as possible. Also, even if the exam is being monitored by video surveillance, it is imperative that the Proctor periodically walk around the testing room.

During the examinations, the IQT-Certified Proctor should have another IQT-Certified Proctor step in if he/she needs a break or to use the restroom. The Proctor must never leave the testing center during an exam for any reason. It is the Proctor's duty to identify and take action for:

- Any candidate actively involved in any form of communication in any way with any individual during the exam, procedures should be followed as instructed in **Candidate Guidelines**.
- Ensure neither the candidate nor any other individual reproduces – in any manner – the examination text, graphics, instructions, or candidate responses.
- Possession of any prohibited article.

## Responding to Candidate Questions

If any candidate requires assistance during the examination, please be sure to do so discretely in respect to other testing candidates. A Proctor is only allowed to answer questions about the functionality of the examination. No answers regarding the examination content should be provided. There should be no assistance provided in regard to pronunciation, definition, or elaboration of any exam material or in regard to their industry. If a candidate asks questions on any content specific to the examination, the Proctor should instruct the candidate to complete the **IQT Comment Form** located on the right lower end of their screen, under the navigation grid. This will allow them to comment on any question by clicking the button on each item screen.



## Candidate Bathroom Breaks

Security procedures must be followed in managing bathroom breaks. Only one candidate may exit the testing room for a bathroom break at a time. The Bathroom Break Log must be completed, and candidates must sign back in upon return. It is the Proctor's duty to ensure the candidate does not have access to personal items during the break and the candidate does not bring any additional materials into the testing room. It is important to communicate that the examination will not be paused for bathroom breaks.

## Prohibited Behavior and Handling Disruptive Candidates

### Prohibited or Disruptive Behavior

All candidates are required to follow all IQT policies, procedures, rules, requirements and examination security protocols, including oral and/or written instructions given by exam administration staff. Further, candidates are prohibited from engaging in any behavior which may be considered to be:

- Disruptive
- Non-compliant
- Obstructive
- Argumentative, etc.

### Handling Disruptive Candidates

If the conduct of any candidate interferes with the testing conditions of other examinees by starting or adding to any form of communication or disruptive conduct, the Proctor should address the behavior with each candidate appropriately by not adding to the candidate's distress. Approach him/her in a calm manner and assist with the candidate's concerns.

If the disruptive behavior continues, it is the sole discretion of the exam administration staff to remove the candidate from the exam room/facility. If this occurs, the Proctor must immediately end the candidate exam, secure all authorized materials, call IQT immediately, and complete an IQT Incident Report (see image on page 17). In addition, the examination may be considered void and may not be scored at the discretion of IQT.

### Breach of Exam Security

If a Proctor observes a candidate engaging in any misconduct or security violation such as cheating by using testing aides, the Proctor should try to obtain a second witness by asking another Proctor or staff member to observe and agree on the behavior. The Proctor is to advise the candidate there is an issue with their exam, to close the browser, and cease testing. The Proctor should then collect all examination materials. The candidate should be escorted to a waiting room and the Proctor should immediately call IQT. If at all possible, do not allow the candidate to leave the testing center without speaking to IQT. It is very important to document all events and materials used in any incident that may be considered a security breach. If comfortable, it is suggested that the Proctor:

- take pictures of the candidate,
- document all materials used during the delinquency by making a copy of the materials or by taking a picture by any means that are available (phones and tablets may be used),
- provide any recording of the candidate's examination done by CCTV video,
- complete a thorough inspection of the candidate's test station for any items hidden or left behind.

IQT strongly advises that if a Proctor is in any situation that may jeopardize the Proctor or candidate safety, or if at any moment circumstances escalate where the Proctor feels unsafe by any chain of

events, please contact the police or security official. The Proctor is to complete an IQT Incident Report with all events documented thoroughly and submit immediately.

## Computer Problems During Testing

There are various types of computer problems which can occur during an examination either locally (at the testing center) or with IQT. It is important to reassure the candidate that the problem will be solved and that technical problems will not affect the candidate's progress or results.

### Local Computer Problems

- **Computer Freezes:** If a computer freezes while a candidate is testing, the candidate will not lose any time. The computer should either be rebooted, or the candidate switched to another computer. Logging back into the exam will start at the Tutorial; however, all previously answered questions will still be as they were prior to the issue. If the time clock is still running and the candidate cannot move forward to the next question, the candidate will not lose any time. The time clock will start from the last time a candidate was able to move through a question. Please contact IQT if the candidate insists that there was any time lost.
- **Internet Crashes:** If the Internet goes out during an exam, the Proctor or an IT staff member should run a check disk on the computer to ensure its integrity and empty the Internet browser's web cache. If the issue persists, contact IQT immediately by phone. Candidates may be rescheduled to another testing center the same day or start over on another day (depending on the location of surrounding testing centers) if the exam is unable to resume after 10 minutes.

### IQT Related Issues

- **Delays:** If there is a delay between questions, the Proctor may contact IQT to have additional time added to the exam. The average time between questions is 2 seconds. If a candidate experiences delays in between questions, the Proctor should estimate the *additional* time used and for how many questions. The Proctor must then pause by exiting the exam (do not finish the exam) and note the time remaining just before pausing it. The Proctor may then contact IQT with the estimated time to be added back onto the candidate's exam. When the candidate logs back into the exam, the time clock will include the added time.
- **Server Issue:** If a candidate is kicked out of the exam due to an IQT Server issue, the issue will likely be resolved within 5–10 minutes. At that time, the candidate may log back into the exam and resume with no time or previously entered information/answers lost. The Proctor should note if a candidate experiences delays prior to a server issue. Candidates may be rescheduled to another testing center the same day or start over on another day (depending on the location of surrounding testing centers) if the exam is unable to resume after 10 minutes.

## Candidate Computer Problems

- **Candidate Ends Exam:** If a candidate pre-emptively ends the exam, IQT is able to restart the exam. The Proctor should contact IQT and provide the candidate's User ID. IQT will have access to the recommended amount of time remaining. Exams may not be restarted after the Result Letter is generated by the Proctor.

## **Irregularities of Administration, Emergency Situations and Testing Disruptions**

All exams must be conducted under standardized conditions for all candidates to ensure an accurate result. Any internal or external disruptions and occurrences such as fire alarm, disruptive activity in adjoining room, hallway noise, uncomfortable temperature, defective lighting, candidate noise, etc., which may cause distress and distraction to examinees during the administration of the exam should be addressed as quickly as possible with minimal disturbance to the candidates, and IQT should be called immediately.

If an issue occurs during the exam such as fire, inclement weather, power outage, or any circumstance that would require evacuating the building, the safety of candidates and proctors is first priority. Please ensure to follow proper procedures in place for your building standards. The Proctor should establish a plan for evacuating the testing room with regard to the testing materials and candidate belongings.

If an evacuation is necessary, to ensure the security of the test materials the Proctor should be the last to exit and the first to return to the testing room. If possible, the room should be locked during the evacuation. Candidates should not leave the testing area with any of their possessions. If the candidate insists on accessing or taking any of their possessions, they will not be allowed to return to their exam due to exam security.

If the examinations are still running when the emergency occurs and the circumstances allow, you may close out of the browser. This will essentially pause the exam for the candidates to continue when the candidates are allowed to re-enter and resume their exam. It is important that the "Finish" button is not selected. Following this, an Incident Report must be filled out in detail. Please call IQT for further permissions and instructions.

## **Exam Completion**

### **End of Candidate's Exam**

When the candidate is finished with the exam, he/she can review all the questions by selecting them on the grid, if there is time remaining. If not, the candidate will get a notice that the candidate is out of time and it will end the exam. If the candidate is done before the time expires, they will receive a notification where they must assure that they would, in fact, like to end the exam.

## Post Exam Survey

Once the candidate has ended the exam, they will be prompted to the end of exam survey. This survey is optional, and will provide the candidate an opportunity to grade the site and will offer additional information relating to the testing center and/or the exam. (Example below)

The screenshot shows a survey titled "Testing Center Feedback Survey (optional)". It contains seven statements with five response options: Strongly disagree, Disagree, Neither agree nor disagree, Agree, and Strongly agree. Each option is represented by a radio button. Below the statements is a text box for additional comments and "Previous" and "Finish" buttons.

Statement	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
The proctor was courteous, professional, and competent.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The testing room was clean, comfortable, well lit, and free of distractions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The proctor verified my identification and prohibited unauthorized materials from the testing room.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The exam instructions and tutorial prepared me to navigate the exam.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The computer system worked well and allowed me to take my test without any problems or interruptions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would use this testing facility again or recommend it to others.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The proctor constantly monitored the test takers and I did not notice any cheating or security violations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Enter any additional comments you would like to add about your experience at the testing center today.

Previous Finish

When completed, the candidate ends the survey by clicking “Finish” at the lower right corner of the screen.

The screenshot shows a screen with the "EXAM" logo at the top left. The main text reads "Exam Complete. Thank You." and "Please see the proctor for further instructions." Below this is a blue bar and a footer with copyright information: "©Copyright 2015 - All Rights Reserved. ISO Quality Testing, Inc. - An SMT 'Sister' Company".

Once the survey is completed or skipped, the candidate will be prompted to a screen that will state that the exam has been finished and scores have been submitted. This will complete their examination and he/she will be instructed to see the Proctor on duty for further instructions.

## Confirm Exam has Ended

The exam completion should reflect in the Examination Roster. If the candidate only exited out of the Secure Browser and did not click “Finish,” the Results Letter will not be available. If this happens, log the candidate back in to his/her exam and allow the candidate to click on “Finish Exam.” Do not finish the exam for the candidate.

## Post Exam Candidate Confidentiality

Candidate information is highly confidential, and the Proctor is not permitted to discuss candidate scores, performance, or any other related information. Additionally, the Proctor may not use the candidates' names or contact information other than for direct testing purposes and with permission of the candidate.

The Proctor must inform the candidate that discussing examination content with anyone is strictly prohibited and constitutes cheating on the examination.

## Securing Authorized Materials

All materials that were provided by the testing facility such as scratch paper and pencils are to be collected immediately after the exam is completed. The materials brought in by the candidate are to be inspected thoroughly for any handwritten notes, answer keys, or any form of reproduction of the exam. If the administration went uniformly without any kind of issues, the Authorized Materials may be properly shredded or rendered unreadable. However, if there were any issues during the examination and an Incident Report was filed about a potential security breach, please contact IQT to determine whether a copy of the Incident Report will be needed before disposing of the original.

## Printing Candidate Preliminary Results

Once the candidate has completed and ended the examination, the candidate must be issued a Results Letter. Results will not appear on the candidate's computer screen. The Proctor must print the letter by clicking on "[Results](#)" on the right corner of the candidate's row of information from the Examination Roster and issue the report to the candidate. **The "Results" function will show under the Sundry after the candidate properly ends their examination.** The Proctor must confirm the candidate's identity prior to providing the results letter to ensure the results letter is given to the correct candidate. Results letters are not available for the CFFP and NBCMI exams.

Note: For launched exams, click the 'Get Latest Data' button to retrieve updates to a candidate's exam status.

Launch	Time	Name	Address	Exam	Sundry
Exam completed 4:23 pm	9:00 AM Tuesday Aug 7, 2012	_Sample_ _Candidate_ _sample_candidate_	2494 Bayshore Blvd Dunedin FL 34698 United States	Exam	Results

## End of Day Requirements

### Submitting Exam Roster and Roster Retention

The Exam Roster of all examinations should be submitted at the end of each day. Please ensure that everything is properly completed with the candidate's signature and the Proctor's initials. This documentation can be sent via fax at (727) 738-8522 or it may be scanned and emailed to [rosters@isoqualitytesting.com](mailto:rosters@isoqualitytesting.com). Rosters must be retained by the testing center for one (1) year.

## **ADA/Special Accommodations and Modifications**

### **General Statement**

The purpose of testing accommodations is to enable candidates with disabilities to participate in assessment programs on an equal basis with their non-disabled peers. Testing accommodations provide an opportunity for students with disabilities to demonstrate mastery of skills and attainment of knowledge without being limited or unfairly restricted due to the effects of a disability. Testing accommodations should not be excessive and should alter the standard administration of the test to the least extent possible.

Candidates with physical or learning disabilities, who may not have the capability of being part of the assessment in the standard time limits, using standard test materials, may be tested under special conditions and/or using accommodated testing materials. The Americans with Disabilities Act of 1990 (ADA) prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, state and local government services, public accommodations, commercial facilities, and transportation. As such, you may be contacted in request of accommodating a candidate's disability at the time of the examination. Every attempt must be made to properly provide the aid needed by the candidate as protected under law.

Special testing modifications in comparison with ADA accommodations are pre-approved by the board for specific preferences that the candidate may need during the assessment; however, it is not a disability (for instance, a left-handed mouse, a layover sheet to place on the screen for candidates that have recently undergone eye surgery, extra cushion for pregnant candidates, examination to be given in a different language, etc.). Every accommodation must be first approved by the certifying board and may not be arranged at the testing center.

### **Overview of How Candidates Receive ADA/Special Accommodations**

Candidates requesting additional accommodations must first get in touch with their credential provider for approval. They will be required to provide documentation from a medical doctor or certified official stating the candidate's disability or special circumstance and what is recommended that they have during the examination. This request of accommodation is received by the ADA Coordinator at IQT. The coordinator will contact the nearest testing center and steps will be taken to assure the candidate's accommodations are arranged in the best possible manner.

### **Accommodations**

Accommodated testing may be administered at a time mutually convenient for the student and the testing facility. There are some accommodations that may not require additional assistance from the testing center. Please see the following description of accommodations.

## Private Room

A private room may be approved by the board for the candidate to be able to have privacy from other testing candidates and distractions. The Proctor must be able to monitor the candidate equally in comparison with other testing candidates.

## Extended Time

Additional time can be added by IQT and may not require special arrangement from the testing center, unless the availability is requested to fit the total duration of the exam.

## Inverted Screen Colors

Some candidates may require having a black background with white font so they may see the text correctly due to eye complications. This can be done by inverting the colors on the computer. See image on page 38. You may do this on your computer prior to starting the exam, with the following instructions:

1. Go to the Start menu
2. Select magnifier
3. In the magnifier menu, select “Options”
4. Check “Turn on color inversion”

A comparison of what the screen should look like after the colors have been properly inverted is provided below. Please contact the ADA Coordinator if there are any questions or complications.

The PRIMARY role of the Proctor is to

- (A) protect the integrity of the examination process.
- (B) provide customer service.
- (C) manage the computers.
- (D) maintain the appointment schedule.

Hide Time  
1:15:45

1	2	3	4	5	6	7	8	9	10
11	12	13	14	15	16	17	18	19	20
21	22	23	24	25	26	27	28	29	30
31	32	33	34	35	36	37	38	39	40
xx									
xx									
xx									
xx									
xx									
xx									
xx									
xx									

Navigation Grid Legend

Current Question	Bookmarked
Unanswered	Answered

Bookmark

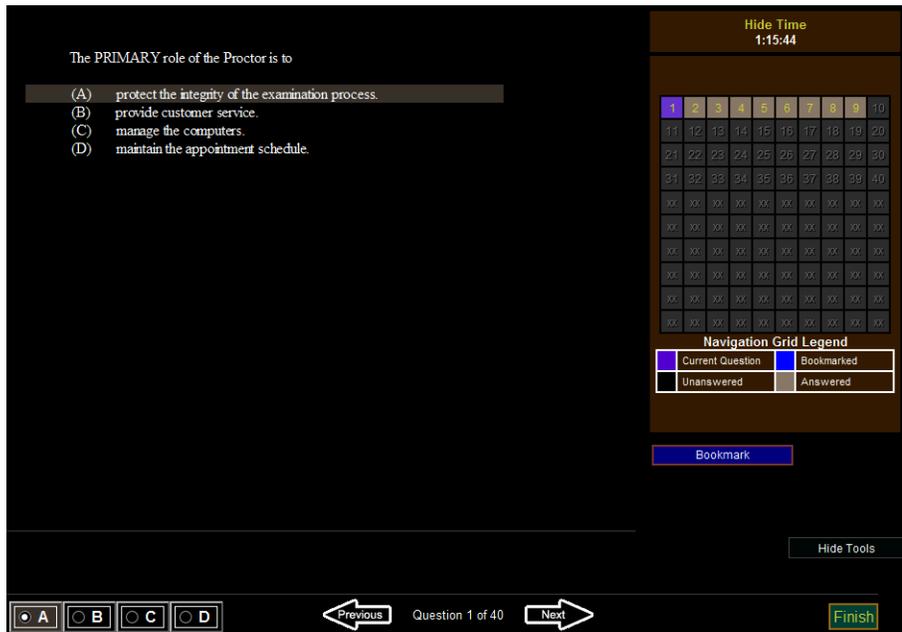
Hide Tools

A  B  C  D

← Previous Question 1 of 40 Next →

Finish

Standard



Inverted

## Large Print

Candidates may have access to larger print for the examination at any time, without specific approval. This is an added function to the examination that can be altered within and during the examination by altering the “zoom” function on the upper left corner of the exam window. Maximum zoom is 300%.

## Breaks

Approved breaks must be specifically requested by the board and it should be noted how these should be arranged. In the majority of cases, this will be covered by providing extended time and would not require stopping the exam. Please make sure to use either the Bathroom Breaks Log or the ADA-Approved Breaks Log provided at the end of this manual.

## Readers

Candidates who are approved to receive an oral version of the exam are provided a reader. Readers are individuals who simply read the examination questions, in the language they are written, to candidates.

- A reader for an exam may NOT be or have been an instructor for the subject being tested.
- A reader may only read the exam as it is written. The candidate may request the reader to repeat any portion of the exam as many times as necessary, but no interpretations will be granted.
- Some readers are provided by other departments or non-IQT proctors. If the reader is not an IQT-Certified Proctor, the IQT ADA Coordinator must have a completed and signed IQT Nondisclosure Agreement form (provided by the ADA Coordinator) and an enlarged photocopy of his or her driver’s license on file prior to the start of the exam.

- Note who the reader is on the roster.
- The reader and the candidate should sit side-by-side and share the same monitor.

## **Other Accommodations**

Other accommodations or modifications to a candidate's examination will be specifically requested by the ADA Coordinator and may be on a case-by-case basis. All ADA and additional accommodation inquiries can be clarified by contacting the ADA Coordinator at:

[iqtadacoordinator@isoqualitytesting.com](mailto:iqtadacoordinator@isoqualitytesting.com)

## **Unavailable Accommodations**

If a candidate shows up at the testing center requesting accommodations not already confirmed or deviating from the confirmation, the IQT-Certified Proctor should first contact the main Proctor to see if any confirmations or updates were received. If this does not apply, or the IQT ADA Coordinator has not confirmed or updated the accommodations, call IQT immediately. Do not administer an exam with accommodations that have not been confirmed. Do not deny a candidate ADA accommodations without confirming with IQT.

ADA accommodations are provided to ensure an equal testing experience for individuals diagnosed with a disability. To offer accommodations to a tester who has not been approved compromises the integrity of the exam by providing that candidate with an unfair advantage.

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## Proctor's Exam Day Checklist

Complete details of IQT's Exam Administration Processes and Protocols are located in the IQT Proctor Manual. Please keep the Proctor Manual on hand for reference.

**IMPORTANT NOTE: If there are any instances of cheating, stop candidate exam and call IQT immediately at Toll Free: 866-773-1114 or International: 727-733-1110. For emergency after-hours assistance ONLY, please contact 877-779-EXAM (3926)**

- Proctors must arrive **30 minutes** prior to the candidate(s) scheduled exam time. Candidates should arrive at least 10 minutes prior to their scheduled exam.
- Proctors should log in to the Proctor Utilities and bring up the Exam Day Roster. Proctors must print the daily exam roster.
- Turn on all testing station computers to ensure IQT Secure Browser is functioning. **DO NOT LAUNCH THE EXAM UNTIL THE CANDIDATE HAS ARRIVED, PRESENTED A PRINTED COPY OF THEIR ADMISSION LETTER, AND IDENTIFICATION HAS BEEN VERIFIED.**
- When the candidate arrives, instruct the candidate to secure all unauthorized materials either in car, locker, or locked desk.
- Collect the candidate's Admission Letter and compare the information on the Admission Letter to the information on the valid ID. Verify and confirm the candidate has a valid government-issued ID, ensure the candidate is as they appear on the ID, and make sure the candidate signs the IQT Exam Day Roster, in accordance to the positive identification procedures on page 20 & 21 of the IQT Proctor Manual.
- Verify the Authorized Materials List and, if applicable, print scratch paper, formula sheets or any other printed authorized materials provided by the testing center.
- Prior to the candidate entering the testing room, the Proctor must ensure there are no unauthorized materials being brought into the testing room. (See IQT Proctor Manual for specific instructions).
  - Hoodies or sweaters may be allowed in testing room if first thoroughly checked by the Proctor.
  - Large jewelry, hats, watches, electronic devices, etc., are not allowed. Check glasses for recording devices. Request pockets be pulled out, long sleeves be rolled up.
  - Check visible tattoos (example: forearm) and long fingernails for hidden writing.
  - Candidates wearing religious headdress that covers the ears should be asked to lift apparel above ears to ensure no Bluetooth device is being worn.
- Launch candidate exam through the Proctor administration station.

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- Seat candidate at their assigned workstation. Instruct candidate to login to their exam using their unique UserID and Passcode from page 2 on the Admission Letter. **Proctors must collect the Admission Letter and retain until after exam completion.**
- Proctors must **constantly monitor** candidates throughout the administration of the exam, as outlined in the Proctor manual. **Report any cheating, computer, or candidate issues experienced during the administration by calling IQT immediately. If cheating occurs, the Proctor must end the exam and immediately call IQT. An Incident Report must also be submitted via the Exam Roster.** (See IQT Proctor Manual for specific instructions).
- When the candidate completes their exam, they must end the exam on their station and return to the Proctor station. The Proctor must collect any distributed authorized materials such as calculators, pencils, white boards, or scratch paper.
- Print the status letter and ensure you have verified the candidate's identity before providing them with the status letter. Allow the candidate to retrieve personal items. (CFFP and NBCMI exams do not receive a status letter.)
- At the end of the day, email the candidate-signed and Proctor-initialed Exam Day Roster to [rosters@isoqualitytesting.com](mailto:rosters@isoqualitytesting.com) or fax the signed and completed roster to IQT at 727-738-8522.

**If you have any questions during or regarding any IQT exams, please do not hesitate to contact IQT at Toll Free: 866-773-1114 or International: 727-733-1110 during regular business hours. For emergency after-hours assistance ONLY, please contact 877-779-EXAM (3926)**

**IMPORTANT NOTE: All issues/incidents must be reported to IQT via phone call immediately and by submitting an Incident Report. The Incident Report Button (Red) is located on the top left side of the exam roster page in Proctor Utilities.**

## **Bathroom Breaks Log**

Testing Center: \_\_\_\_\_ Date: \_\_\_\_\_

- \* The exam clock does not stop for bathroom breaks.
- \* Only one candidate may go on a bathroom break at a time.
- \* The candidate may not remove anything from the testing room during a bathroom break.
- \* The candidate may not interact with anyone other than the Proctor.
- \* The candidate must sign in after the break.
- \* The Proctor must verify the candidate does not have any additional belongings upon return.

Name	Time Out	Time In	Candidate Signature	Proctor Initials

If you have any questions during or regarding any IQT exams, please do not hesitate to contact IQT at 866-773-1114 or 877-779-EXAM (3926) for after-hours assistance. Return copy with the Daily Exam Roster.

**Please read and complete information above and FAX back to IQT at: (727) 738-8522.**

## **ADA-Approved Breaks Log**

Candidate Name: \_\_\_\_\_ Date: \_\_\_\_\_

Test Center: \_\_\_\_\_ Proctor: \_\_\_\_\_

- \* Exit the Secure Browser to pause the exam clock. Do not end the exam.
- \* The candidate may not remove anything from the testing room during a break.
- \* The candidate may not interact with anyone other than the Proctor during a break.
- \* The candidate must sign in after the break.
- \* The Proctor must verify the candidate does not have any additional belongings upon return.
- \* Instruct the candidate to log in and click End Tutorial to resume exam.

Time Out	Time In	Candidate Signature	Proctor Initials

If you have any questions during or regarding any IQT Exams, please do not hesitate to contact IQT at 866-773-1114 or 877-779-EXAM (3926) for after-hours assistance. Return copy with the Daily Exam Roster.

**Please read and complete information above and FAX back to IQT at: (727) 738-8522.**

## **Test Center Specifications**

IQT has specific minimum 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)
- 128 MB RAM
- IQT's Secure Browser
- Internet Explorer 11 or higher
- Sound Card
- Headphones (if required for specific examination)
- Internet access (hard-wired preferred but can be wireless)
- 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
- Laptops are permitted