![Work Certified® – Leading You In The Right Direction]

Proctor Training

PROCEDURES FOR PROCTORING EXAMINATIONS

The purpose of proctoring the Work Certified™ Final Certification Examinations is to provide administration and supervision of the testing and maintain the integrity of the program. Proctors should help members feel at ease and comfortable to reduce test anxiety. Work Certified Instructors may proctor examinations for Work Certified™ classes, just not those for whom they have been the member's Instructor.

To become a Proctor for the Work Certified ™program, the interested person must:

1) be employed with an organization that holds a currently active membership with the Work Certified™ Program.

2) participate in a 1-hour training course on proctoring

3) be monitored by a presently trained Proctor at their first examination session and not be the Work Certified™ Instructor for any class which they are proctoring

<u>Responsibilities of a Proctor:</u>

1)   Secure location and/or schedule dates and times of testing with Work Certified™ Instructors/Trainers.

<u>Materials needed:</u>

Copies of evaluations for each member

Calculators

Business Technology Study Guide

Business Math Handout

2 pencils or pens per person and scratch paper

Candies/mints (optional)

2)   The course Instructor will print and provide the Proctor a copy of each member's **Certificate of Eligibility** to indicate their eligibility for the Final Certification Exam. Proctors should validate the identity of the testing members by looking at their driver's license or a picture identification card with their Certificate of Eligibility as they are entering the testing area.

<u>NOTE:</u> Ask all members turn off cell phones and pagers while in the testing area.

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3)   Greet and welcome all members to the final exam. Thank them for their participation in the program. Ask the member to complete the Member Program Evaluation form prior to taking the Final Certification Exam. Once completed, these should be collected and turned in to the Program Coordinator or Administrator.

4)   Have the participants log into the testing system. Once the members have logged into the testing system, the Proctor will ask all members to confirm the accuracy of their online profile information and make any corrections as necessary.

<u>NOTE:</u> **Members must correct any capitalization or spelling of their name, as their certification cards are printed exactly as it is entered into this system.**

5)   Inform members to click on their transcript; then click on **"Final Certification Exam"**. Once the exam has started, inform members that there is to be no talking or discussion at anytime.

6)   During the exam, proctors should not walk or pace up and down the aisles or cause distraction of any kind. They should sit or stand in a location where they can observe all members taking the exam.

7)   If a member raises their hand to ask a question, Proctors should go to the member and listen to their question. If the question is in regards to the exam, the Proctor may read the question thoroughly, so the member understands the question. The Proctor is not to give any other advice or help. Conversation should be kept at a minimum and not be disruptive.

8)   Once the exam is submitted by the member, their score will appear indicating whether or not they have passed the exam. Additionally, the database will automatically e-mail the member at the e-mail address on their profile, as well as, the Instructor of the test scores. Instructors should follow-up with the Proctor on scheduling dates for members that must retake the exam. Proctors should not allow members to immediately retake another final exam.

The following *script* is suggested for the Proctor:

Congratulations on completing the Work Certified program! You have successfully completed all modules of the certification course and are now ready to take the final exam. The Work Certified program is recognized by local employers and has become a nationally-recognized work readiness certification program. Employers look favorably on job applicants who are Work Certified; having this credential will give you a better chance of not only getting a job, but keeping your job and being promoted – provided you apply the skills learned in this program. Be sure and tell potential employers that you are Work Certified™!

Also, please complete the Member Program Evaluation prior to taking the exam – we would appreciate your honest feedback about your experience with the program. This will help us improve Work Certified.

Please log into the system and go to your profile to ensure that all of the information is correct. Please make sure that your name is properly spelled and capitalized, as your certification card will be printed from this entry.

There are 75 questions on this exam; you must score 80% or higher to receive the Work Certified™ certification. If you have a lower score, you will have the opportunity to re-take the test. If you wish to retake the test, please contact your instructor to schedule a review and test date. Please read all questions thoroughly and take as much time as you need to complete the exam. This exam is untimed. You are permitted to use a calculator and scratch paper, the Business Technology Study Guide, the Business Math Handout, but no other notes. I will provide you with these items, to include copies of these handouts.

When you have answered all exam questions, please click on the "Submit" button after the last question on your exam. DO NOT CLICK ON THE "X" TO END YOUR EXAM!

Please raise your hand and let me know that you are finished. You will be excused from the classroom while others are finishing the exam.

Remember to be courteous and quiet during this exam – <u>please turn off all cell phones and pagers</u>.

Again, if you have any questions, please raise your hand and I will be there to assist you! Does anyone have any questions about the instructions? [If so, answer questions.] If not, then you may start!

John J. Training
has successfully completed
All 59 Competencies & is eligible for the certification
exam, V8.0
of the *Work Certified* program

January 1, 2018

Work Certified
LEADING YOU IN THE RIGHT DIRECTION

Enhancing the Spirit of America's Workforce

The **Certificate of Eligibility** must be printed by the Instructor for each of their Members that are taking the Final Certification Exam. These are given to the Proctor prior to the exam time. The Proctor can then use these certificates, along with Member IDs to confirm student identity and certification exam eligibility.