
AAFCS
Examination
Administration Manual

AAFCS CONFIDENTIAL

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AAFCS Examination Administration Manual

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1. RECEIPT, INVENTORY AND STORAGE OF EXAM MATERIAL

- 1.1 The examination materials are shipped via Secure Carrier to the Exam Supervisor in a manner such that they arrive at least three days before the date of the exam administration. The Exam Supervisor will be contacted by SMT (AAFCS testing service) prior to each exam to confirm shipping arrangements (e.g., delivery address, receiving persons name, and time of delivery).
- 1.2 The Exam Supervisor must inspect the shipping container(s) to ascertain if their condition is satisfactory and the seals appear to be intact. If containers are opened or damaged, the Exam Supervisor must ask the Delivery Person or Driver for the appropriate report to be filled out, and SMT must be contacted immediately at (800) 556-0484 [North America ONLY] or (727) 738-8727.
- 1.3 The following materials will be provided in the shipping container(s) shipped by SMT to the Exam Supervisor. The Exam Supervisor shall use the Shipping Document enclosed in the container to verify the contents and ensure that all of the items below are present. This should be done immediately upon delivery of materials. Additional fasteners for securing the shipping containers are included for securing the containers after inspection and again when containers are returned to (ISC)² Services. The container(s) in which the materials are shipped must be retained for the return shipment of material to (ISC)² Services.
 - Examination Administration Manual
 - Candidate Roster(s)
 - Exam booklets
 - Answer Sheets
 - Non-Disclosure Agreement
 - Bathroom Sign-In/Sign-Out Form
 - Packing List
 - Return shipping label
 - Examination Incident Report Forms
 - Question Comment Forms
- 1.4 After the Exam Supervisor is satisfied that the exam booklet numbers and materials match the Shipping Document, sign the appropriate line on the Packing List and fax it to SMT at (727) 738-8722. If you encounter any problems, please call the SMT Supervisor – Vault Operations at (800) 556-0484 ext. 2130, (North America ONLY), or (727) 738-8727 ext. 2107, to notify SMT of the packages' arrival. When inventorying the exam materials, the Exam Supervisor must not break any seals on the exam booklets.
- 1.5 Once the inventory of exam material is completed, the exam material must be placed in a secure room, protecting them from damage, theft, misplacement, and conditions that might reveal exam content. When in a hotel room, the exam booklets must be kept in a suitcase or closet. **Exam booklets may not be photocopied at any time.**
- 1.6 If the Exam Supervisor is flying to the exam location, the exam material must be hand carried on the flight, if possible, and not be checked as baggage.

- 1.7 If the quantity of exam booklets precludes hand carrying them, the Exam Supervisor must hand carry all the answer sheets, the roster, the other forms, and a reasonable number of the exam booklets (at least one of each title) and check the remainder as baggage. If the checked baggage is lost, the **Exam Supervisor must immediately call the SMT's 24-hour emergency phone # (866-303-4722) for instructions.**
- 1.8 The exams and materials must be: a) inventoried using the packing list, and b) shipped to SMT prior to the return flight. If this is impossible, then the Exam Supervisor must hand carry the answer sheets and roster. The remainder of the materials may be checked.

2. GENERAL ROLES AND RESPONSIBILITIES OF EXAM PERSONNEL

- 2.1 If possible, the Exam Supervisor should go to the exam site the day prior to the exam to assure that the directions to the exam site location are correct and that the site management has the room properly configured. This is especially important if the Exam Supervisor is not familiar with the area and could get lost the morning of the exam. Also, the exam site may have complex entry requirements that may need to be addressed. While unlikely, if the directions are wrong (these are reconfirmed when setting up the events) a Proctor must be sent to the wrong location to provide the correct exam location to any candidates who arrive there. The exam start time may be delayed to accommodate misdirected candidates.
- 2.2 On the day of the exam, the Exam Supervisor and the Proctors should arrive at the exam site 1 hour prior to the start of the exam to prepare the room and address any problems. It may be necessary to post some signs in the hallway to help the candidates find the exam room.
- 2.3 Be sure that there are sufficient chairs for the expected candidates. If possible, your work table and chairs should be at the back of the room so your activities do not disturb the candidates. Also, consider having table/chairs at the front of the room for the proctors so the candidates can be aware that the proctors are monitoring their activities. If there are pitchers of water on the exam tables, remove them to prevent accidental spillage during the exam. If the exam site is providing refreshments, have them placed at the back of the room. No food or drinks are allowed on the exam tables.
- 2.4 All exam administration staff must be dressed in a professional manner. Business casual attire is appropriate, but shorts or jeans are not acceptable. The Exam Supervisor is responsible for ensuring that this policy is followed.
- 2.5 The Exam Supervisor must ensure that an accurate watch, clock or other timepiece is available throughout the duration of the exam and, if possible, in view of candidates.
- 2.6 The Exam Supervisor must oversee the Proctors for the exam administration and must deliver the standardized oral directions to the candidates.
- 2.7 At least one proctor must be walking throughout the exam room and monitoring candidates at all time.
- 2.8 The Exam Supervisor must make staff assignments and must explain the specific responsibilities of each assignment to the Proctors. These responsibilities and assignments include:
 - Assisting the Exam Supervisor
 - Maintaining material security.
 - Admitting and seating candidates.
 - Distributing exam materials.
 - Monitoring the examination room.
 - Excusing candidates for restroom breaks.
 - Collecting exam material from candidates who finish.

- Assisting with the counting, reconciling, and packing the exam material for return to SMT.
- 2.9 Most of the examination staff will be given more than one assignment (e.g., Proctors staffing the admission table will be given other assignments once admission is complete). Each examination Proctor must be responsible for monitoring no more than 30 candidates.
- 2.10 The Exam Supervisor is responsible for ensuring the accurate completion of the exam administration documents and for responding to any problems that may arise during exam administration.
- 2.11 Unnecessary discussion between examination staff members is not permitted during the examination, as this can be very disturbing to the candidates. The staff should not spend their time reading books/magazines, as their duty is to monitor the exam at all times.
- 2.12 The Exam Supervisor is responsible for ensuring that Proctors assisting in the administration of the examination have experience in working with secure examination materials. If the Proctors do not have adequate experience, the Exam Supervisor must ensure that the Proctor(s) receive appropriate training in the procedures outlined in this manual prior to being given responsibility in an actual exam administration.
- 2.13 The Exam Supervisor is responsible for completing the Non-disclosure agreement and for ensuring that the Proctors complete their Non-disclosure agreement.

3. ADMISSION AND SEATING OF CANDIDATES

- 3.1 All doors must be closed but not locked. Only one door must be used for entry and exit of the examination room. Prior to admitting candidates to the examination room, the Exam Supervisor is responsible for ensuring that:
- The configuration of the room complies with the standard classroom setup, e.g. tables or writing surfaces for each person (approximately 2 people per 8-foot table).
 - The configuration of the room is large enough to accommodate a few more than the expected number of candidates as well as the Exam Supervisor and Proctors.
 - An area is designated in the exam room where candidates may put backpacks, briefcases, books, and other candidate belongings. This includes cell phones, PDAs, or any type of communication device.
 - Candidates can find the examination room. Signs should be posted if necessary.
 - The temperature of the room is between 72 and 75 degrees (22 and 24 degrees Centigrade), and the lighting is sufficient.
- 3.2 Once the room has been configured the Exam Supervisor and Proctors may begin the candidate check-in process. To admit candidates positive identification must be established by following the steps listed below.
- Ask each candidate for his or her photo identification. A valid drivers license, valid government-issued ID card with photo, valid passport, or other official photo ID are acceptable.
 - Compare the name on the Photo ID to the roster.
 - Compare the photo to the person.
 - Ask each candidate to sign his or her name on the provided roster.
 - Compare this signature to the signature on the Photo Identification.
 - After positive identification is achieved, return the photo identification to the candidate and direct him or her to their seat. Some deviations from the admission process are permitted. These are:
 - If the candidate is not on the roster but has adequate identification, all of the candidate's pertinent information must be manually entered in a blank space on the roster and the candidate must sign the roster in the space provided.
 - The candidate must be admitted if the name is on the roster and all other positive identification procedures are successful.
 - If a candidate does not appear on the roster, but was on the list of candidates submitted to SMT by the Exam Supervisor, and has personal identification referenced above, the Exam Supervisor shall contact the SMT office at (727) 738-8727 or (800) 556—0484.
- 3.3 If there is any doubt about the candidate's identity, the candidate must not be admitted and he or she must be asked to wait outside. The SMT office should be notified immediately at the phone number noted above.

- 3.4 Candidates who arrive with backpacks, briefcases, books, PDAs, cell phones, electronic communication devices or other such material will be instructed to put them in a designated area of the exam room. Candidates may take purses to their seats, but the purses must be kept closed and stored under their seat during the examination. If candidates need to open a purse or backpack, they should raise their hands and explain the situation to a Proctor.
- 3.5 As part of the admission process, ask if the candidate has had a change of address, he or she should be instructed to contact AAFCS at (800) 424-8080.
- 3.6 Once a candidate has been admitted to the exam room, they must not leave the room until the examination session is over, except to use the restroom (procedure is explained later).
- 3.7 If the candidate is late because of events beyond reasonable control, e.g., transportation problems, the Exam Supervisor must lead the candidate through the exam instructions somewhere outside of the examination room. However, they have only until the scheduled completion time for the exam. No extra time will be provided.

4. DISTRIBUTION OF EXAM MATERIALS

- 4.1 After the candidates are seated, the Exam Supervisor must oversee the distribution of an Answer Sheet to each candidate. Exam material must never be placed at an empty seat.
- 4.2 At the scheduled time for the exam to begin, or after everyone is checked-in if past the scheduled start time, the Exam Supervisor must begin reading the oral directions.
- 4.3 There will always be at least two unique versions of each exam title, which is demonstrated by different Form Numbers on the cover. A “Form Number” is the identification number for each unique test. A “version” of the test is one that contains the same questions, but which are arranged in a different order. When it is time to distribute the exam booklets, give one exam booklet to each candidate and ensure that two test versions are alternated so that no candidates sitting next to each other have the same version. All candidates will receive the correct examination, based on what the candidate registered to take.
- 4.4 As the exam booklets are being passed out, check to assure that only the answer sheet, pencils, and the exam booklet are on the table.

5. READING ORAL DIRECTIONS

- 5.1 The standardized oral exam instructions presented in the enclosed boxes below play a critical role in ensuring a fair, consistent, and reliable administration of the examination. The Exam Supervisor must read these directions EXACTLY as they are written to ensure consistent administration of the examination at all exam administrations.
- 5.2 Once all candidates are checked in and seated, close the door of the examination room and read the instructions provided below. Pause, as indicated by <PAUSE>, when reading the instructions to allow candidates time to carry out the procedures and to ask questions.

Approximately 10 minutes before the start of the examination preliminaries and directions, read the following announcement:

Good morning, my name is _____, and I am the Exam Supervisor for today's exam. The Proctor(s) today are _____. On the behalf of AAFCS, I would like to welcome everyone to today's examination. I will be starting to read the exam instructions in about 10 minutes. You will need your ID Number (SSN) as you will record your ID Number on the answer sheet. If you do not know your SSN, please raise your hand and we will provide the number from the test roster.

Throughout this exam session, the only materials allowed on the exam table are the exam booklet, answer sheet, pencils, pencil sharpener and eraser. Purses should be placed under your seat. Backpacks, briefcases, books, drinks, or other such material must be placed <point out the designated area in the room>. Now is a good time to make a last restroom visit. The restrooms are located <give the location>.

Approximately 5 minutes before the start of the examination preliminaries and directions, read the following announcement:

From this time until after the exam session has started, all candidates must remain in their seats. If, at any time, you need to open a purse or briefcase, to take medication for example, please raise your hand and explain the situation to a Proctor.

If you have had a name, address or email change since applying for the exam, please communicate the change of address information to AAFCS. We strongly encourage you to file home address, phone number and email with us, if you have not already done so, in the event that you change employers or we cannot otherwise reach you. All such information submitted is treated confidentially.

IMPORTANT: Please make note of any candidate requesting a change of address on the roster. After all the candidates are seated, read the following instructions.

Does everyone have at least two Number 2 pencils, an answer sheet and your Admission Letter? If you need any of these please raise your hand and a Proctor will assist you.

Over the next few minutes I will discuss each item or section you will need to complete on your answer sheet, please do not get ahead of me. Please wait until I direct you to complete that section.

Allow Proctors time to assist the candidates.

You must follow these general rules for the duration of this exam:

- Writing on any material other than the answer sheet, exam booklet or comment sheet
- Talking to another person other than a Exam Supervisor or a Proctor during the examination
- Looking at another candidate's exam materials
- Allowing someone to copy from your exam materials
- Writing after time is called
- Taking, or attempting to take, any secure material or information from the examination room
- There is no scheduled restroom break. If it becomes necessary for you to use the restroom, please raise your hand so that a Proctor can secure your materials. The 3-hour time allowance takes this into account. You must sign the Restroom Sign-In/Sign-Out Form located at the registration table each time you leave the room. Only one person may be outside the room at a time, so please be prompt in returning.
- (If refreshments have been provided, read this, otherwise skip.) Refreshments have been provided. Please quietly help yourself. Be careful not to disturb the other candidates. As food or drinks cannot be on the examination table, you must consume them at the back of the room.
- Cellular telephones, pagers, PDAs, or any other electronic communication or recording devices are prohibited in the examination room. If you currently possess one of these devices, please turn it off, raise your hand and the proctor will assist you in placing it on the table in the back of the examination room.

- You may mark your answers in the book then transfer them to the answer sheet. However, be sure you have enough time to complete the transfer before the exam period ends. Only responses marked on the answer sheet will be considered in establishing your score.

<PAUSE>

It is now time to complete your answer sheet. The Answer Sheet must be completed using a Number 2 pencil. Do not use ink.

Carefully print your last name, first name, and middle initial in the spaces under the section entitled "Name," one letter to each space. Be certain to leave one empty space between your last name and first name and between your first name and middle initial. Then blacken the circles corresponding to each letter in your name. If there are not enough spaces to complete your full name, just fill in your name and blacken the circles for as many letters in your name as will fit in the spaces provided.

<PAUSE>

Check to ensure that you have correctly blackened the circles for your name in the "Name" field. Be sure to fill in the circles with heavy black marks. Erase cleanly any marks you want to change. If you make any stray marks, erase them cleanly.

<PAUSE>

The Proctors will now distribute the exam booklets. Raise your hand at this time if you have registered for the <FCS Composite exam; FCS Human Dev. & Family Studies Specialist exam; FCS Hospitality, Nutrition, & Food Sciences Specialist Exam>. <Go through each of the three examination titles in distributing the exam booklets> Please ensure at this time that you have the correct exam for which you registered. Do not break the seal or open the exam booklet until I tell you to do so.

Allow Proctors time to distribute the exam booklets.

At this time, I'd like you to refer to the front cover of your exam booklet. Please write your name in the space provided in the upper right corner of the examination booklet.

Please refer to your answer sheet. You will see a box that says ID Number that contains 9 spaces. Print your 9-digit ID number in these spaces. For most of you, this will be the same as your Social Security Number. Raise your hand if you need assistance finding your ID number. Blacken the circles that correspond to the numerals you printed in the spaces. It is very important that you correctly record this number on your answer sheet.

<PAUSE>

Proctors should collect any paperwork that candidates may have and verify that candidates are correctly recording the 9-digit SSN/ID Number on the Answer Sheets. Anything collected from a candidate can be returned to the candidate once the candidate has exited the exam room.

The Test Code is the 6-digit number at the top left corner of the exam booklet. The 6 digits should be printed in the 6 spaces provided. Blacken the corresponding circle below each space.

<PAUSE>

The Test Form is the 4-digit number also located on the top left corner of your examination booklet. The 4 digits should be printed in the 4 spaces provided. Blacken the corresponding circle below each space.

<PAUSE>

Turn your Answer Sheet over and write your Name and Address in the spaces provided. If your address has changed, enter your old address, not your new one, and contact AAFCS to communicate the change in information.

<PAUSE>

In the spaces labeled Exam Title, write "CFCS Composite exam; Human Dev. & Family Studies Specialist exam; or Hospitality, Nutrition, & Food Sciences Specialist Exam" – whichever exam you are taking.

<PAUSE>

In the space labeled Exam Location, write _____. (city location where exam is being given)

<PAUSE>

Find your 6-digit exam Booklet Number located immediately under the bar code in the upper right corner of your exam booklet cover. On your answer sheet, write this number on the line labeled Booklet Number.

<PAUSE>


On the line labeled Exam Date, write today's date, which is _____.

Now, I am required to read the following security information. Please turn over your answer sheet and read silently as I read the examination rules out loud:

"Talking with other candidates during the examination is strictly prohibited. Doing so will result in your dismissal from the examination and a report of your actions to the proper authorities. Please be advised that reproducing or copying the examination you are taking is a serious copyright violation as well as a breach of security. Any individuals caught copying or attempting to copy exam materials, by any means, will not be allowed to continue the examination and will be reported to the proper authorities. The consequences for cheating or violating these rules could include denial of your application for the credential you are pursuing and financial responsibility for any examination materials compromised by your actions. Rude or disruptive behavior will not be tolerated. Behavior of this sort will result in your dismissal from the examination. Your signature below reflects your understanding and willingness to abide by all security guidelines and follow all instructions given by the Test Administration staff."

Sign your full legal name on "signature" line provided below the statement. Failure to sign the agreement will result in your dismissal from this exam and/or invalidation of your exam scores.

Proctors should be verifying that candidates are correctly recording the information on the answer sheets.

By opening the exam booklet and breaking the exam seal, you are legally affirming that you understand the terms and conditions of the agreement you just signed, and that you intend to be bound by these same terms and conditions. If you do not agree to be bound by this agreement, please raise your hand and do not open the exam booklet. The Proctor will collect all exam material and escort you out of the examination room. You will not obtain certification and may not use any certification mark. Your exam application fee will be refunded. 

<PAUSE>

The exam contains 150 questions, 120 of which will score and used to calculate your grade. The remaining 30 questions are included for research purposes only and will not count for or against you. You will not know which 30 items are research questions, so you must answer all the questions on the exam. Each question on the examination has only one correct answer. In responding to each question, select the single BEST answer choice. Then, on the row labeled with the same number as the question, blacken the circle corresponding to the letter of your answer. Fill in the circle for your answer completely.

Credit will be given only for answers that are marked on the Answer Sheet. Even though you are permitted to mark your answers in your exam booklet, only the responses recorded on your answer sheet will be scored.

If you change an answer, be sure to erase your first mark completely; then fill in the circle for your new choice. Be sure to erase any stray marks that you accidentally make on your answer sheet. Questions marked with more than one response will be scored as an incorrect.

You will have a total of 3 hours to complete the examination.

<PAUSE>

We will make an announcement when your examination is half over, when there is 1 hour remaining, when there are 30 minutes remaining and when there are 5 minutes remaining in the exam.

<PAUSE>

If you finish prior to the allotted time, please raise your hand so that the Proctor can collect your exam material and dismiss you from the examination room. If you leave before time is called, please do so as quietly as possible so as not to disturb the remaining candidates. You may NOT erase or continue writing after time is called, as this is considered cheating. If you do so, your exam will not be scored, and an Incident Report will be prepared.

The exam administration staff may not answer any questions regarding exam content. If at any time during the exam you have a question or comment about a specific exam item, please raise your hand. The Exam Supervisor or Proctor will give you a Question Comment Form that you can use to communicate your question or comment. All Question Comment Forms will be reviewed and considered by staff psychometricians as part of the scoring procedure. You will not, however, receive a response regarding your question or comment. You may not discuss or communicate about exam questions with others, even after the examination is over.

If you finish the examination before time is called, please raise your hand. A Proctor will collect your examination materials, admission letter and excuse you from the examination room. While your ID number will be provided again on your score notification notice, please write down your ID number so that if you need to communicate with AAFCS in the interim you will be able to reference your ID number in all correspondence.

Are there any questions?

<PAUSE>

It is now _____ (announce time). The examination will end at _____. You may now break the seal on your examination booklet and begin the examination.

Record the start time of the examination on the Candidate Roster.

Exactly half way through each exam (1 ½ hours), announce:

You have 1 ½ hours remaining to complete the examination. Please remember that only the Answer Sheets are scored. You will receive no credit for any answer unless it is marked on your Answer Sheet.

Exactly 1 hour before the end of each examination title, announce:

You have 1 hour remaining to complete the examination. Please remember that only the Answer Sheets are scored. You will receive no credit for any answer unless it is marked on your Answer Sheet.

Exactly 30 minutes before the end of each examination title, announce:

You have 30 minutes remaining to complete the examination. Please remember that only the Answer Sheets are scored. You will receive no credit for any answer unless it is marked on your Answer Sheet.

Exactly 5 minutes before the end of each examination title, announce:

You have 5 minutes remaining to complete the examination. All exam booklets and Answer Sheets will be collected in 5 minutes. Remember you may not write or erase after time has been called.

Exactly at the stop time for each exam title, record the stop time on the Candidate Roster and announce:

Please stop work and close your exam booklets. Please remain in your seats.

<PAUSE>

At this time, Proctors will collect your answer sheets and exam booklets.

At this time the Exam Supervisor and Proctors must be sure that everything is fully accounted for and ready to be packed up.

6. MONITORING CANDIDATES DURING THE EXAMINATION

- 6.1 The examination staff should frequently and quietly walk around the room to guard against cheating and to answer any questions that the candidates have with respect to the logistics of completing the examination. Examination staff must not answer questions related to exam content or grading. If a candidate has a question regarding the content of the exam or an exam item, the Exam Supervisor or Proctor should give them a Question Comment Form. While one or more proctors or supervisor may take breaks or sit down to rest, it is critical that at least one proctor is walking and monitoring the room at all times.
- 6.2 Throughout the examination session, the only material permitted on the candidates' exam table must be an exam booklet, answer sheet, pencils and the other approved items discussed above. Purses and other personal items must be placed under the candidates' seats.
- 6.3 When there is a large quantity of candidates, allowing only one person to go to the restroom at a time can be inconvenient. If there are several people wanting to go at the same time, a Proctor may escort them to the restroom to ensure that no discussion related to the exam occurs.
- 6.4 The Exam Supervisor should check the restroom during the exam to see if there are any study materials concealed there by a candidate. The first check should be done shortly after the exam has started.
- 6.5 The Exam Supervisor or Proctors must NOT directly confront a candidate who is cheating, or suspected of cheating. If the cheating involves a "cheat sheet" or other piece of extraneous material, the Exam Supervisor or Proctor must tell the candidate the item is not allowed in the room and collect the item. If the candidate refuses, do not pursue the matter. The Exam Supervisor must quietly observe the behavior and, if possible, get a Proctor to also observe the behavior. The incident must be documented on an Incident Report Form and reported to SMT by including it in the return shipment of paperwork. SMT must provide the information to AAFCS for appropriate action. The following behavior is considered cheating and constitutes a violation of security policy:
 - Writing on any material other than the answer sheet, exam booklet or comment sheet
 - Talking to another person other than a Exam Supervisor or a Proctor during the examination
 - Looking at another candidate's exam materials
 - Allowing someone to copy from your exam materials
 - Writing after time is called
 - Taking, or attempting to take, any secure material or information from the examination room

7. COLLECTION OF EXAM MATERIAL AND CHECKOUT PROCEDURES

- 7.1 When a candidate finishes the exam before time is called and wishes to be dismissed early, he or she must raise a hand to alert the Exam Supervisor. Only one candidate may be released at a time. The candidate's material must be reconciled and collected and the time recorded in the appropriate space beside the candidate's name on the roster as they depart.
- 7.2 At the close of the exam session, the exam material must be collected in the following manner:
- The exam administration staff must collect individually from each candidate an exam booklet, an answer sheet, and any Question Comment Forms if applicable. The exam booklet must be inspected to ensure no pages have been removed and the staples are intact. The exam administration staff must verify that the Exam Code, Exam Form and ID Number fields have been transcribed and completed correctly on the candidate's answer sheet and he has signed the form on the back of the exam booklet. As each candidate leaves the examination room, the time must be recorded in the appropriate space beside the candidate's name on the roster.
 - The Exam Supervisor must ensure that all exam booklets are arranged in serial number order, (Used exam booklets and unused exam booklets). The exam booklet numbers must be reconciled against the Packing List. The answer sheets must be grouped together separately. Keep answer sheets for the three examinations in separate groups.
 - The Exam Supervisor must ensure that Question/Comment Forms are separated and grouped together. Ensure that one answer sheet has been collected from each candidate.
 - **The Exam Supervisor must oversee the collection of material and must verify that all material is accounted for before releasing each candidate from the examination room.**
- 7.3 After the exam has ended and the material has been collected and reconciled, the roster must be completed. NS (No Show) must be written on the signature line for any candidate not present. At this time, the totals of the expected, no show and examined candidates must be written in the spaces provided on the roster.
- 7.4 All rosters should be faxed returned to SMT by including it in the return shipment.

8. DOCUMENTING IRREGULAR INCIDENTS

8.1 The Exam Supervisor must record on an Incident Report Form the details relating to any of the following types of events that may occur during the examination:

- Defective Exam Booklet - If a defective exam booklet is reported, the Exam Supervisor must take the booklet from the candidate and replace it with a new exam booklet that is the same form/color and that does not have defects. The candidate must write the new exam booklet number on the answer sheet directly next to the first number. The candidate may continue recording answers on the original answer sheet. The Exam Supervisor must attach the defective exam booklet to the Incident Report Form.
- Defective Answer Sheets - If a defective answer sheet is reported, the Exam Supervisor must give the candidate a new answer sheet, direct the candidate to indicate his or her name, Exam Form, Exam Code and ID Number on the new answer sheet, and have the candidate continue recording answers on the new sheet. The Exam Supervisor must attach both answer sheets to the Examination Incident Report Form.
- Potential Problems with Candidate Answer Sheets - (e.g., improper gridding in name field, exam code, exam form, poor erasures, stray marks). If possible, the problem must be corrected on the spot by instructing the candidate to erase the problem gridding and correcting it. If there is sufficient time, consider having the candidate fill out a new answer sheet.
- Candidate Withdrawal From the Exam - The Exam Supervisor must note on the Incident Report Form the name, exam booklet number, and reason and time of withdrawal for any candidate who requests to simply quit the examination.
- Group Mistiming - If a delay or interruption of five minutes or more occurs at any time during the timed portion of the examination administration, the lost time must be added to the closing time of the exam session. Group mistiming must be noted on an Incident Report Form.
- Tampering with Booklets - All exam booklets must be checked for missing staples or missing pages and any occurrence must be noted on an Incident Report Form.
- Problems with Exam Site – All problems encountered with an Exam site that could not be readily remedied must be noted on the back of the roster.

9. RETURN SHIPMENT OF EXAM MATERIALS

- 9.1 **No later than the morning of the next business day following the exam**, the exam material must be shipped back to SMT using the return-shipping label and the shipping container. The Packing List contains a return shipping section that must be completed out by the Exam Supervisor and then faxed to SMT at (727) 738-8522. The Exam Supervisor should contact SMT at 800-556-0484, Ext. 2107, if there are any questions or problems organizing the return shipment. The Exam Supervisor must oversee the packaging and return shipment of answer documents, exam booklets, and other forms. When packing, the exam booklet numbers must be compared to the inventory on the Packing List and verified. The Exam Supervisor must ensure that the materials are placed in the carrier's hands. Material must not be placed in a drop box or left unattended for a later pick-up.
- 9.2 All material that was received must be returned to SMT. The Exam Supervisor must sort the used forms and materials from the unused forms and materials. The following material (both used and unused) must be packed and returned to SMT:
- Examination Administration Manual
 - Candidate Roster(s)
 - Exam booklets
 - Answer Sheets
 - Question Comment Forms
 - Incident Report Forms
 - Packing List
 - Return Shipping Label (will be adhered to the outside of the container)
 - Restroom Sign-In/Sign-Out Forms
 - Nondisclosure Agreements

10. EMERGENCIES

- 10.1 The SMT Emergency Phone number is: 866-303-4722 (to be used only during non-business hours). The Exam Supervisor is responsible for looking up the phone numbers of the local Police Department, Fire Department and the facility office where the exam is being conducted. The Exam Supervisor must have this information available during the exam administration.
- 10.2 The safety and welfare of people are the top priority in the event of an emergency. The security of the examination material is the second priority. Try to note the time that the incident or interruption occurred and to lock the room as it is evacuated.
- 10.3 In the event of a medical emergency, the emergency phone number (911 in the U.S.) must be called. CPR, shock, choking, or other appropriate procedures must be administered by anyone onsite who has the appropriate training until the professional help arrives. If no one has training, the individual must be kept as still and comfortable as possible until professional help arrives.
- 10.4 In the event of a fire or bomb threat, the candidates must be kept as calm as possible and evacuated from the room as quickly and orderly as possible. If the exam room must be evacuated, and if circumstances permit, each candidate must gather their material and hand them to the Exam Supervisor or a Proctor on their way out the door.
- 10.5 In the event of a power outage, the candidates must be kept as calm as possible. The Exam Supervisor must call the facility's main desk or management office and try to ascertain if the problem is temporary or expected to be longer term. The room must be evacuated if necessary and each candidate must gather their material and hand them to the Exam Supervisor or a Proctor on their way out.
- 10.6 If a candidate becomes threatening or dangerous to others, a Proctor must call the police department and ask them to send an officer to the examination to handle the situation. Until an officer arrives, the candidate must not be confronted and all communication must be made in a calm and non-threatening manner.
- 10.7 The exam may be resumed after a satisfactory conclusion to any crisis. The Exam Supervisor must inform all candidates that the time lost will be added to the examination. The Exam Supervisor must add back either the exact time lost, if known, or a liberal estimate of the lost time.