Proctor Certification Candidate Handbook

Contents

Introduction

National College Testing Association (NCTA)

The National College Testing Association (NCTA) is a non-profit organization of testing professionals working in post-secondary institutions, in companies with test-related products and services, and in other professional testing venues. NCTA was organized in 2000.

NCTA is dedicated to the promotion of professionalism and quality in the administration of testing services and programs, including issues relating to test administration, test accessibility, test development, test scoring, and assessment. NCTA has membership in the United States, Canada, and around the world.

Mission of NCTA:

- Enhance professional testing practices
- Offer opportunities for professional development
- Encourage professional support activities
- Advance collaborative efforts among testing professionals, testing companies, and other policy- making agencies

Proctor Certification

Proctors play a vital role in test administration. Their primary duties include, but are not limited to, the following:

- To prepare exam administration space and materials
- To inform examinees of exam instructions
- To supervise exams under standard conditions to ensure integrity of exam
- To minimize impact of unrelated factors to assist with interpretability of scores
- To administer exams in accordance with approved accommodations
- To assist examinees with technical issues and other barriers to the testing process
- To respond and intervene to any irregularities
- To document all relevant information about exam administration

Purpose of the Certification: The NCTA Proctor Certification Exam provides a process to evaluate and certify proctors who understand and adhere to proctoring best practices. To be successful, proctors must:

- Demonstrate competency in understanding and applying the tasks and tools necessary to properly proctor an exam,

- Know what actions to take in certain situations related to proctoring, and

- Understand standardized testing processes and procedures related to proctoring.

The scope of the test is not intended to cover all situations that may arise in the course of test administration. It is also not measuring one's ability to perform a particular action, but to assess one's knowledge of proctoring information and how to respond. The test includes questions about real-time, in-person or online proctoring.

Why seek certification?

Certification allows standardization of professional competency across sites, jurisdictions, and types of testing. Though various academic programs may cover parts, no degree or professional training program currently exists to contribute to standardization of knowledge, skills, and experience in the profession of proctoring. Most professions have recognized, accredited training programs, educational pathways, and/or licensing or certification. Attaining NCTA Proctor Certification can assist with:

- New proctor onboarding and training that is non-specific to a test program.

- Protecting test integrity - this credential highlights that the individual meets the standards and guidelines in the profession, to ensure the welfare of those we serve, including test vendors, sponsors, and examinees.

- Supporting credibility and furthering professional development of testing staff on their campus, in the community at large, and with testing partners. Testing centers can promote certification as a requirement to proctor, for hiring, promotion, or salary increases; to advocate for adequate staff coverage and appropriately trained staff in positions.

- Establishing that the individual meets a baseline level of competence that can be easily communicated to other entities.

Purpose of the Proctor Certification Candidate Handbook

The Proctor Certification Candidate Handbook (the "Handbook") provides all policies and procedures associated with NCTA's proctor certification program. The Handbook covers policies and procedures pertaining to certification eligibility requirements, applications, examination registration and scheduling, exam canceling or refunding, examination administration, scoring, retesting, violations, investigations, and appeals. Handbook regulations and procedures facilitate ensuring test impartiality and validity for all NCTA proctor certification Candidates, preserving the integrity of the certification application process, and safeguarding NCTA examination content.

All Candidates must read, comprehend, adhere, and agree to all policies and guidelines provided in the Handbook, the NCTA Certification Terms of Service, and the NCTA Candidate Agreement (the "Agreement"), of which the Handbook also contains a copy. At the time of application, all Candidates must consent to the Certification Terms of Service, which are included in the Handbook. All Candidates must agree to the Certification Terms of Service when they register for an examination.

Candidates may only take the NCTA Proctor Certification Examination in accordance with the terms and conditions of the Agreement, which is a binding contract between NCTA and the Candidate. The Candidate who will take or has already taken the NCTA Proctor Certification Exam is referred to as "you" in this text.

Candidate Agreement

Candidates will be required to agree to the following when creating an account to apply for NCTA certification and registering for and/or scheduling an exam:

The NCTA Candidate Agreement (the "Agreement") is an important section of the Handbook. Each time you register for and schedule an NCTA certification exam, you must accept and agree to all of the Agreement's terms and conditions, and each time you take the exam, you must confirm that you have read, understood, and agreed to all of the Agreement's terms and conditions prior to beginning the test. The Agreement is presented here in its entirety.

The NCTA Candidate Agreement ("Candidate Agreement") is a legally binding contract between you and the National College Testing Association ("NCTA") that specifies the terms and conditions under which NCTA will permit you to sit for NCTA certification exams. Before registering for, scheduling, and taking an NCTA exam, you must read, acknowledge, and consent to the terms of this Candidate Agreement. If you disagree with the provisions of this Candidate Agreement, you will be unable to register for or take any NCTA exams. Adherence to the Candidate Agreement is essential for NCTA to conduct fair examinations, guarantee the validity of examination results, and maintain the integrity and value of NCTA professional certificates.

By selecting the 'I AGREE' button at the conclusion of the Candidate Agreement, you attest to NCTA that all of the below representations and statements are true and accurate. You are also confirming that you have read, comprehended, and agreed to abide by the following requirements, rules, and policies.

I certify that the name and address listed on my NCTA certification application, my registration for this NCTA exam, and the government-issued photo ID that I will submit or have presented in order to enter the examination are mine. My participation in the NCTA Certification Programs, including the certification application procedure, is governed by the Certification Terms of Service, the Candidate Agreement, and the Certification Policies and Procedures Handbook. When I created an account on www.ncta-testing.org, I read, understood, and agreed to all of the policies, procedures, terms, and conditions contained in these documents.

When I take the NCTA exam, I have only one objective in mind: earning the NCTA certification for which I have registered. I certify that I am not taking the NCTA exam on behalf of someone else. I certify that all information I provided to NCTA during the exam registration process and at any other time was true, accurate, and comprehensive in every respect. If any of the information I previously provided to NCTA has changed, I will promptly notify NCTA. I have submitted updated information that is complete, accurate, and true, and reflects all such changes. I am aware that providing NCTA with false, misleading, or incomplete information will constitute a violation of the Candidate Agreement and

will subject me to one or more of the consequences outlined in this section. I understand and agree that I will not schedule my exam at an institution or test center at which I am employed, or a test center that employs staff with whom I work, and that I will immediately notify NCTA in writing if I become aware after the fact that I have inadvertently violated these prohibitions.

As a condition of taking the NCTA exam in-person at a test center, I understand and agree that I will be subject to security verification prior to admission and re-admission to the building and/or room where the NCTA exam is administered. I also understand and agree that the security screening procedure for in- person testing at a test center may require me to:

1. empty my pockets,

2. remove any backpack, bag, jacket, non-corrective eyewear, sunglasses, coat, hooded sweatshirt, scarf, or hat ("Prohibited Personal Items") that I may be wearing or holding (except for a legitimate religious purpose),

3. lift my pants to my knees and push my sleeves to my elbows, and

4. submit personal items for inspection by a test administrator. I acknowledge and agree that I will not be permitted to take or resume taking the examination if I refuse to submit to security screening as described above or to remove and secure Prohibited Personal Items (except for a genuine religious purpose) prior to entering the room where the NCTA examination is administered, at the sole discretion of the test administrators.

I understand and agree that if I am taking a remote online proctored NCTA exam from my home or office through NCTA's test administration vendor Meazure Learning, I am solely responsible for ensuring that I have the necessary computer devices, computer operating system, software, browser, uninterrupted Internet connection, and electrical power. I also agree to complete screening procedures, including room scan, analysis of computer, and changes to system settings to access the test. I understand that this will include a 360-degree scan of my work area and the device I am using to take this exam.

Prior to taking a remote online proctored NCTA exam, I am also responsible for creating a suitable testing environment and passing the Meazure Learning systems check. I understand that NCTA is not responsible for any technical issues with my computer devices, operating system, software, browser, Internet connection, or electric power that may prevent me from beginning, taking, or completing a remote online proctored NCTA exam. I understand that if I encounter a technical issue in any of these areas during the administration of a remote online proctored NCTA exam, I must promptly notify the remote proctor and follow his or her instructions.

For information about remote testing and system requirements, see:

- Live+ Resource Center: https://www.proctoru.com/live-plus-resource-center
- Help Center Link: https://support.proctoru.com/hc/en-us/categories/115001818507
- System Requirements: https://www.proctoru.com/live-plus-resource-center#system
- Exam Expectations: https://support.proctoru.com/hc/en-us/articles/360043127892-What-am-I-

allowed-and-not-allowed-to-do-during-my-exam-

- Live+ Video Demonstration: https://meazurelearning.wistia.com/medias/x8sicg86fm

I understand and agree that NCTA, its authorized and trusted test centers, and test administration vendors and partners acting on behalf of NCTA will take and use still digital photographs of me, video and audio recordings of me, and collect and use other personally identifiable information from me and about me for the purpose of monitoring, administering, proctoring, and/or providing technical support for NCTA examination administrations, and that all of this information will be retained.

For remote online proctored NCTA examinations, NCTA's authorized and trusted test administration vendors (including Meazure Learning), partners, test administrators and proctors acting on behalf of NCTA will monitor live video and audio feeds of me and the physical location where I am testing (such as the room in my home where I will test), all of which will be recorded, processed, and maintained as part of my NCTA examination administration records. If I am taking a remote online proctored NCTA exam from my home or office, I understand and agree that I am required to take and submit digital photographs of my testing environment, my government-issued photo identification, and my visage.

I have reviewed NCTA's remote online exam administration process and procedures. I understand that NCTA's Privacy Policy contains additional information about the collection, transmission, processing, and retention of my personal data (including, but not limited to, photographs and video and audio recordings). I understand and agree that the following conduct, whether attempted or completed, is strictly prohibited:

- Copying, capturing, recording, accumulating, reconstructing, memorizing, discussing, soliciting, transmitting, broadcasting, streaming, or distributing NCTA examination content;
- Providing or receiving unauthorized assistance on an NCTA examination;
- Looking at any portion of another examinee's computer monitor or testing materials during an NCTA test administration;
- Possession of or access to Prohibited Personal Items in a room where an NCTA examination is administered;
- Sitting for an NCTA exam in the place of another individual;
- Possessing, accessing, or using a smartphone or any device that connects to a cellular network, Bluetooth or the Internet while in an area in which an NCTA examination is being administered, or in any location during unscheduled examination breaks other than the computer on which I am taking the examination;
- Possessing, accessing or using any technology, electronic device, camera, recording device, or photographic device of any kind while inside a room where a NCTA examination is being administered;
- Possessing, accessing, or utilizing any books, notes, papers, note-taking materials, study materials, or test-taking aids of any kind while inside a room where an NCTA examination is being administered or during unscheduled examination breaks;
- Talking audibly to myself or anyone else during a proctored exam administration;
- Failing or refusing to submit to security screening or the inspection of personal items at the request of a test administrator prior to or during an NCTA examination administration;

- Any failure to adhere completely to the instructions and requests of a test administrator before, during, and directly after an NCTA exam administration.
- Engaging in disruptive, threatening, abusive, or contemptuous conduct in or around a building where an NCTA examination is administered;
- Speaking or interacting with anybody except a test administrator or proctor;
- Refusing to comply with any instructions given by a test administrator or proctor.

I acknowledge and agree that engaging in any of the above-listed prohibited activities constitutes a violation of the Candidate Agreement. I agree to comply with the instructions and requests of all test administrators and proctors, and I am aware that failure or refusal to do so will constitute a violation of the Candidate Agreement.

I certify that I am not taking this NCTA exam in my capacity as a test preparation agent or tutor, or to obtain such employment.

I am aware that NCTA examinations are confidential exams and that their contents are disclosed to me during test administration in a limited context to allow me to test in pursuit of NCTA certification for which I have applied, and for no other reason.

I agree not to copy, reproduce, adapt, disclose, or transmit NCTA Examination Content, in whole or in part, nor will I assist or encourage others to do so. I further agree that I will not recreate NCTA Examination Content from memory, by dictation, or by any other means.

In addition to the above list, I understand that prohibited acts include, but are not limited to, the following: describing questions, answer choices, hypothetical scenarios, reading passages, images or graphics from any NCTA examination; identifying terms or concepts contained in exam questions or responses; sharing answers to questions; referring others to information I saw on the exam; recreating a list of test topics; and soliciting or discussing exam questions, answer choices, hypothetical scenarios, reading passages, images or graphics.

I understand and agree that it is prohibited for me to possess, solicit, read, study, or otherwise use confidential information about NCTA examinations in preparation for my own exams.

I affirm that I did not participate in such behavior prior to taking this NCTA exam, nor will I engage in such behavior during or after the exam. I also agree not to ask anyone to disclose exam content to me or to seek live, confidential exam material from any other source.

I agree that if I receive or have access to information or material in any form or from any source, including but not limited to email, instant messages, text messages, website content, social media posts, electronic bulletin boards, Internet groups, digital or electronic files, and/or paper documents, that I reasonably believe contains confidential NCTA Examination Content or has been represented to contain NCTA Examination Content, I will immediately report its existence.

I agree that I will completely cooperate with any investigation conducted by NCTA regarding potential

misconduct, including but not limited to suspected receipt or access to information believed to contain NCTA Examination Content, or that is represented as containing NCTA Examination Content.

NCTA reserves the right to use statistical and psychometric analyses to assess the validity of examination response data and scores. I understand and agree that NCTA uses these dependable scientific methods to determine whether scores should be withheld, invalidated, canceled, or further investigated to determine if a Candidate violated the Candidate Agreement.
I further understand and agree that, if NCTA has a reasonable basis to question the validity of any NCTA examination response data or examination result, whether identified through the use of statistical analysis, psychometric analysis, or any other reliable method or source of information, NCTA reserves the right, in its sole discretion, to withhold, cancel, and invalidate examination scores, without the need to demonstrate that I or any other Candidate violated the terms of this agreement.

I agree that if NCTA invalidates my examination score, I will not be eligible for a refund and will be required to pay the established fee to retake the examination if NCTA allows me to do so. NCTA reserves the right, but is not obligated, to investigate any alleged violation of this Candidate Agreement or any alleged activity or circumstance that may compromise the validity, integrity, or security of any portion of an NCTA examination, or the results thereof. I understand and concur that, upon receiving notice from NCTA that it is conducting an examination-related investigation, I am required to:

- Cooperate completely with the investigation;
- Divulge to NCTA all information that may be relevant to the investigation;
- Produce all requested documents, data, and materials;
- Upon request, submit to an in-person or remote interview conducted by or on behalf of NCTA; and
- Answer all questions posed by NCTA truthfully and completely.

I also understand and agree that if I provide false or misleading information to NCTA at any time, if I violate the terms of this Candidate Agreement, if I refuse to comply with any directions given to me by a test administrator, if I engage in any activity that may compromise the validity, integrity, or security of any NCTA examination, or if I fail to fully cooperate with any investigation related to NCTA examinations, NCTA may, in its sole discretion, directly or through its authorizers:

- Withdraw my eligibility.
- Interrupt, suspend, or terminate the administration of my NCTA examination.
- Confiscate and/or take a photograph of any item from me that a test administrator reasonably believes is relevant to a potential violation of this Candidate Agreement, including, but not limited to, notes (including notes written on myself), electronic devices, and Prohibited Personal Items.
- Withhold, cancel, or invalidate my examination scores, before or after the scores are reported, without a refund.
- Prohibit or disqualify me from taking NCTA examinations for a specified period of time or permanently.
- Impose unique requirements for future NCTA examinations.
- If I previously passed any NCTA certification exam and obtained any NCTA certification, suspend

or revoke all of my NCTA certifications for a fixed period of time or indefinitely; and

- Pursue a civil lawsuit against me based on my conduct in violation of the Candidate Agreement and/or refer the matter for criminal prosecution by state, federal, and/or local authorities or any government agency with jurisdiction.

I will not represent myself as certified by NCTA unless and until I receive an official written communication from NCTA informing me that NCTA has determined that I have met all certification requirements and that NCTA has granted the certification for which I have applied.

By selecting the "I AGREE" button below, I represent to NCTA that all of the prior information, statements, and affirmations I have provided to NCTA are accurate, including but not limited to all of the affirmations contained in this Candidate Agreement.

I also confirm my acceptance of all terms and conditions outlined in this Candidate Agreement, including, but not limited to, the consequences for making false or misleading statements to NCTA and for violating any term of this Candidate Agreement.

You are not permitted to register for or take any NCTA examination if you do not comprehend or agree with any portion of this Candidate Agreement.

Nondiscrimination Statement

We do not discriminate based on race, color, national origin, sex, gender, gender identity, age, religion, relationship status, sexual orientation, or any other classification protected by U.S. law.

Terms and Conditions

As part of the application process for proctor certification, you must confirm that you have read, comprehended, and agreed to the following terms and conditions:

1. Certification Terms of Service
2. Candidate Agreement
3. Proctor Certification Candidate Handbook

Summary of Certification Process

1. Review Proctor Certification Handbook, including Candidate Agreement
2. Create an account, accept the Certification Terms of Service and apply for NCTA Proctor Certification
3. Schedule Exam Appointment
4. Review Exam Overview
5. Review On Exam Day
6. Review After the Exam

Applying for Certification

Eligibility

The NCTA Proctor Certification Exam is available to individuals over the age of 18 who meet all the following criteria:

- A minimum of one year of test administration experience, which can include any of the following:
    - Standardized computer or paper-based exams
    - Placement tests
    - Credit by examination / prior learning assessments
    - Classroom exams
    - Distance education exams
    - Accommodated or non-standard testing
    - Licensure or certification exams
    - Workforce development exams
    - Vocational or psychological assessment
    - Test scanning and/or scoring
    - Test development
- Current or recent (within past three years) employment in position that is responsible for test administration

The Candidate does not need to be a member of NCTA to sit for the certification exam, but testing fees are discounted for active members of NCTA. It is highly recommended Candidates have experience and training in proctoring prior to applying to take the certification exam.

Application Instructions

Candidates will create an account, accept NCTA Certification Terms of Service and submit an application form on the NCTA website: https://ncta.memberclicks.net/proctor-certification-test-registration-form. Members must log-in to receive a discounted testing fee. The application requires the following information:

- Legal name of applicant
- Email address
- Mailing address (including state or province if in the United States or Canada, or country if outside U.S. or Canada)
- Phone number
- Payment of testing fee
- Candidate Agreement
- Accommodation request information is available on the application form. Candidates requesting accommodations MUST submit documentation outlined below at the time of application to test.

Candidates will receive an automated email confirming submission of the application. The exam will only be delivered during posted testing windows. NCTA will provide a list of approved Candidates,

including all information submitted above, to Meazure Learning. Incomplete applications will not be submitted. NCTA, at its sole discretion, can deny your application and set its status to "ineligible," if it has information that supports the denial and has determined information on the exam application has been falsified or misrepresented documentation necessary to apply for the exam is not submitted.

Legal Name: When making your NCTA profile and completing your application, you must use your full legal name, including your middle name, as it shows on your official, unexpired, valid, government-issued ID. This is the official name that will be included on the certificate once you have successfully passed the exam. After making your profile and completing your application, you are responsible for informing NCTA of any errors or name changes. To change a legal name, follow these steps: contact the Proctor Certification Committee (proctorcertification@ncta-testing.org) to submit the name change request and include a scanned copy of a marriage license or a final court order signed by a judicial authority that changed your name. Regardless of any name change reflected on a marriage license or court order, your government-issued photo-identification must reflect your new name, as reflected on the marriage license or court order in order to change your name in connection with your NCTA profile, application and/or pending or existing certification. All documents must be officially issued, valid, and unexpired. If you already have an exam scheduled, you must submit the change request at least 20 business days prior to the exam. NCTA does not return documents. Please refrain from mailing or delivering any paper or hard- copy documents to NCTA – only digital images are accepted for these purposes.

Please be aware that to sit for the exam, your government-issued ID must match the name on file with both NCTA and Meazure Learning. Any name discrepancies at the time you present may result in the inability to take the exam at that time. You should submit your own application to ensure that the registration information is accurate and that you are reading and consenting to the necessary agreements.

Updates to your email address: If your email address changes, you will log into your Meazure Learning account and update your profile information accordingly.

Electronic mail address: NCTA will use your ID number from the NCTA membership database as the principal identifier for you, and your email address as primary means of correspondence. Given that your email address will be associated with all online records, it is recommended to select a permanent email address for this purpose. Please remember to update your work email address if you change employment. Your phone number is also accepted by NCTA as a verification and communication method if you reach out for assistance.

Payment Requirements: Current fees are posted on NCTA's website at https://www.ncta-testing.org/proctor-certification. The fees are subject to change at any time and are due at the time of online registration. Payment for exam registration is due at the time of application and must be made via credit card. Personal checks, cash, and Purchase Orders (P.O.) or any other means of indicating promise to pay are not accepted. The application must be submitted by and in the name of the individual sitting for the exam. Application and payment must be received 30 days prior to the test window to allow time for processing applications. Fees are required for each test window for which a

Candidate applies, including re-testing. Applications are non-transferable to other individuals, as your application includes your acceptance of the Candidate Agreement and Terms and Conditions, which are personal to each candidate and non-assignable. Payment is valid for the specific testing window in which the application is submitted. The exam registration fees are non-refundable and non-transferable, including but not limited to other individuals or test windows.

If payment as required by the terms stated above is not received by NCTA by the due date, you fail to provide all information required in the relevant registration form, or you are in violation of any applicable terms and conditions of proctor certification, you agree that NCTA will not provide a refund, and is not responsible for any damages, direct or indirect, resulting from any such cancellations.

All fees must be paid before NCTA will submit Candidate information to Meazure Learning to schedule testing. Further details regarding payment and fee policies are available on the proctor certification website: www.ncta-testing.org/proctor-certification.

Scheduling the Exam

Following submission of application information from NCTA to Meazure Learning, Candidates will receive a notice to schedule (NTS) testing email from Meazure Learning. Information about how to schedule the exam via in-person testing center or live online proctoring will be included in this email. The NTS will provide Candidates with a unique username/password and the URL to access Meazure Learning's online test scheduling system. Candidates will select a testing appointment based on seating availability at one of Meazure Learning's test centers or via live online proctoring. When scheduling, you will be required to provide the following information:

- Your official name exactly as it appears on your valid, unexpired government-issued ID. This must exactly match the name used on your application/exam approval.

- A valid email address and phone number

- Your selected appointment date, for either in-person testing at a physical testing center or for live online proctoring.

A confirmation email will be sent by Meazure Learning after you schedule your exam. Please read this email carefully as it will include all policies and procedures for test day. Save and print the confirmation e-mail as proof of your appointment. Additionally, this email will contain your unique password for the exam. Please remember to check your SPAM/JUNK folder if you do not see the NTS in your main email inbox as well as mark this email address as safe to ensure you receive all future contact from Meazure Learning.

Testing Modalities

NCTA is partnered with Meazure Learning for exam delivery at authorized physical test centers or via online-proctored testing. Exam dates for all NCTA certification are offered on a first-come, first-served basis through either modality.

Secure Internet-based Test Administration via Meazure Learning Sites

Candidates who wish to test at a Meazure Learning Test Center will select a testing appointment from a listing of available test centers by geographical location and test date. Candidates must submit their scheduling request at least two (2) days prior to their preferred test date. Candidates may not use their own Meazure Learning site for testing as this presents a conflict of interest for proctors at your place of employment (see *Proctoring Best Practices*, pgs. 14-15), and is prohibited per the Candidate Agreement.

The Meazure Learning team will notify you of any changes to test site availability due to bad weather, technical issues, or other unscheduled events. You will not be assessed a rescheduling fee if Meazure Learning cancels an exam due to severe weather or a local or national emergency.

Live Online Proctoring

Candidates can choose to take the exam virtually with live online proctoring. Scheduling is open 24/7 during NCTA-specified testing windows. Live online proctoring uses live monitoring with enhanced security features allowing Candidates to take the exam at their convenience. Candidates must submit their scheduling request at least 24 hours prior to preferred test date; however, it is recommended to sign up as early as possible upon receiving your NTS as spots may fill up fast. **Not being able to obtain an appointment due to last minute or late scheduling will not be cause for refund.** Live online proctoring is available to Candidates in the U.S., Canada, and internationally.

Candidates are responsible for ensuring that their computers meet technical requirements, as outlined in the Agreement and in the confirmation email. Candidates are also responsible for ensuring their testing environment meets the minimum requirements to take the examination, as outlined in the Handbook and in the confirmation email from Meazure Learning. During the scheduling process or at any time prior to the scheduled appointment, Candidates may perform a system check of the computer they intend to use during the testing appointment. If the Candidate is unable to take the examination at the scheduled appointment time due to inadequate system capabilities or if the Candidate's environment does not meet requirements, as determined by the online proctor, the Candidate may need to reschedule the appointment. See System Requirements: https://www.proctoru.com/live-plus-resource-center#system.

Meazure Learning Fee Policies

Test fees are paid to NCTA when applying for candidacy, and are non-refundable or transferable, including but not limited to other individuals or test windows. Additional fees may be imposed by Meazure Learning, including $65 surcharge for testing outside the U.S. or Canada. All refund, cancelation, and rescheduling fees in this section are between the candidate and Meazure Learning, and do not apply to the NCTA registration processes or fee policies.

Cancellation

Cancelling a Meazure Learning Test Center Appointment:
- The Candidate must cancel their test center appointment through Meazure Learning no less

than two (2) calendar days in advance of his/her testing appointment. The Candidate must cancel their testing appointment by accessing Meazure Learning's online test scheduling system. Candidates that provide a timely notice of cancellation will be charged a $50 cancellation fee payable via secure e-commerce (credit card) and collected by Meazure Learning. A test center appointment will not be cancelled on less than two (2) calendar days' notice and, if the Candidate fails to appear for the appointment after attempting to cancel on less than two calendar days' notice, the Candidate will be charged the full amount of the testing fee and will be treated as a no-show. In such an event, the Candidate will not be entitled to a refund or a credit for the no-show.

Cancelling a Live Online Proctoring (LOP) Appointment with Meazure Learning:

- A Candidate must cancel their LOP testing appointment no less than 24 hours prior to the scheduled appointment date and time. The Candidate must cancel their testing appointment by accessing Meazure Learning's online test scheduling system. There is no fee associated with timely cancelling an LOP testing appointment. A LOP testing appointment will not be cancelled on less than 24 hours' notice and, if the Candidate fails to appear for the appointment after attempting to cancel on less than 24 hours' notice, the Candidate will be charged the full amount of the testing fee and will be treated as a no-show. In such an event, the Candidate will not be entitled to a refund or a credit for the no-show.

Rescheduling

Rescheduling a Meazure Learning test center appointment:

- To another test center or date: Candidates may reschedule to another test center no later than two (2) calendar days in advance of appointment by accessing Meazure Learning's online test scheduling system. Candidates will be charged a $50 fee via secure e-commerce by Meazure Learning. A test center appointment will not be rescheduled with less than two (2) calendar days' notice.

  Additional fees from Meazure Learning may apply for the following:
  - From U.S./Canada test center to an international test center: Candidates may reschedule to a test center outside the U.S. or Canada by accessing Meazure Learning's online test scheduling system. Candidates will be charged an international surcharge fee via secure e-commerce by Meazure Learning.
  - From international test center to U.S./Canada test center: Candidates may reschedule to a test center in the U.S. or Canada by accessing Meazure Learning's online test scheduling system. Meazure Learning retains the international surcharge fee paid in the original application.
  - From test center to live online proctoring: Candidates must cancel the test center appointment via Meazure Learning's online scheduling system in accordance with these policies no later than two (2) calendar days in advance of the appointment. The Candidate must then reschedule the new live online proctoring appointment no less than 24 hours prior to the desired appointment. Candidates converting a test center appointment to a live online proctoring appointment in accordance with

these timelines and policies will be charged a $50 fee via secure e-commerce by Meazure Learning.

Rescheduling Meazure Learning live online proctoring:

- To another date: Candidates may change the date of live online proctoring no less than 24 hours prior to the scheduled appointment date and time by accessing Meazure Learning's online test scheduling system. There is no fee associated with rescheduling a live online proctoring appointment. A LOP testing appointment will not be rescheduled with less than 24 hours' notice and, if the Candidate fails to appear for the appointment after attempting to reschedule on less than 24 hours' notice, the Candidate will be charged the full amount of the testing fee and will be treated as a no-show. In such event, the Candidate will not be entitled to a refund or a credit for the no-show.
- From live online proctoring to a test center: Candidates may reschedule testing appointments from live online proctoring to a Meazure Learning test center by canceling via Meazure Learning's online scheduling system at least 24 hours in advance of appointment in accordance with these policies. The Candidate must then reschedule the new test appointment at a Meazure Learning test center no less than two (2) calendar days in advance of the desired testing appointment. There is no fee associated with rescheduling a live online proctoring appointment to a test center.
- From live online proctoring to an international test center: Candidates may reschedule via Meazure Learning's online scheduling system from live online proctoring to a test center outside the U.S. or Canada in accordance with these policies. Candidates will be charged an international surcharge fee via secure e-commerce by Meazure Learning.

Retesting

Candidates may schedule up to two (2) attempts for the proctor certification exam within a 12-month period. Candidates must wait at least 60 calendar days to re-attempt the exam. Application and payment are due for each test window for which the Candidate intends to test.

Accommodations for Candidates with Disabilities

NCTA and Meazure Learning attempt to accommodate Candidates with disabilities who require reasonable accommodations to take the exam. Candidates with disabilities that would prevent them from taking an exam under standard conditions may request reasonable testing accommodations. There is no additional cost to Candidates for accommodations.

Candidates requesting testing accommodations under the Americans with Disabilities Act (ADA) must submit their test scheduling request at least 45 calendar days prior to their preferred test window. Documentation to support the request for any testing accommodations MUST be submitted to NCTA for review at the time of application.

Reasonable accommodations afford Candidates with disabilities a fair and equal opportunity to demonstrate their knowledge of the essential functions being assessed. The determination of reasonable accommodations is based on the individual's specific request, disability, submitted

documentation, and appropriateness of the request. Reasonable accommodations do not include measures that essentially alter the nature or purpose of an examination or provide an unfair advantage on the examination.

In accordance with the requirements of the ADA, Meazure Learning will make arrangements for individuals with testing accommodations upon written request and approval from NCTA at least 45 calendar days prior to the Candidate's preferred testing window. Test administration staff and proctors will be trained to support the accommodations for Candidates approved to receive them.

Please contact NCTA at proctorcertification@ncta-testing.org for more information on the accommodations approval process and other related questions.

Exam Information

General Information

The NCTA Proctor Certification exam is administered at Meazure Learning testing centers worldwide. Candidates also have the option to test through a remote proctoring provider.

- The exam consists of (100) multiple-choice, multi-select, and drag-and-drop questions. Multi-select and drag-and-drop matching have weighted scoring (partial credit available).

    - Multiple choice items contain a stem and four answer choices including only one correct answer

    - Multiselect are like multiple choice items except there are two or more correct answers

    - Drag and drop asks that you click on certain pieces of information and drag them with your cursor to place them in the correct position

- The exam is timed for 2 hours with no scheduled breaks. Timer will be on-screen.

- Items are presented randomly by Meazure Learning and Candidates can return to previous items, including answered or unanswered. Flagging of items is permitted to return for review. Candidates can submit an incomplete test.

- A help demo will be available before beginning the test.

Detailed Test Description

The NCTA Proctor Certification exam is based on domains, the major areas of responsibilities or activities of a proctor, and tasks, the individual functions required for certain aspects of proctoring. The five domains, related tasks, and details about each are provided in the following table:

Domains	Tasks	Details
Core Professional Knowledge (23%)	Best Practices	Displaying professional behavior; aware of factors that affect test scores; knowing specific/standard accommodations; knowing standardized protocols; knowing proctor responsibilities; mitigating conflict of interest; respecting/understanding cultural differences; understanding individual differences (disability, achievement, anxiety)
	Definitions & Concepts	Awareness of accommodated testing; understanding conflict of interest; understanding proctor legal and ethical principles; understanding test concepts such as standardization, testing formats, validity (relating it to candidates)
Preparation (16%)	Preparing facility for test administration	Identify appropriate testing location; verify security within facility; ensure test area is secure; scan the testing room; check outside areas; create check-in/staging areas; maintain facility
	Preparing equipment & materials for test administration	Prepare test station; ensure technology is operational; prepare/gather ancillary materials; prepare/check other equipment; manage secure storage of exam materials before administration; review test day roster
	Following protocol from testing owner	Adhere to specific exam protocols; prepare/check accommodations; communicate with examinee; assign seating area

Admission Process (19%)	Verifying test taker permission to test	Check identification; know identification requirements; know various biometric authentications; respond to/know of false/inappropriate identification; ensure confidentiality of personal info; ensure confidentiality of personal accommodations; respond to conflicts for accommodations; respond to language barriers/communication challenges
	Monitoring test taker during admission process	Manage chain of custody; secure exam materials while test taker is present; ensure appropriate test taker attire; ensure/verify that only allowed items/materials are present; provide/identify personal storage; understand/handle misconduct during admission; respond to non-compliance
	Delivering test taker instructions	Communicate test policies; communicate test center policies; communicate acceptable/prohibited materials; explain how accommodations will be implemented
	Admitting test taker to testing area	Assign seating area; prohibit third parties from entering the testing space
	Engaging in active proctoring	Actively monitor candidates throughout session; monitor exam material usage; recognize potentially problematic behavior; be aware of possible security breaches; minimize distractions for candidates
	Documenting test session	Document testing environment: record who has what exam materials, track and record timing

Proctoring (28%)	Responding to test taker needs	Provide basic troubleshooting; know when to intervene or seek additional support; handle exam content errors; respond to candidate complaints
	Responding to irregularities, emergencies and misconduct	Intervene on problematic/anomalous behavior; document problematic behavior; document events that affect exam; time-stamp irregularity reports; know irregularity and emergency procedures
	Maintaining standardized procedures	Read the test script verbatim; handle break protocol; understand/enforce proctor ratios; launch/dispense exams/materials; assist candidates with test access/tutorials/procedures; administer accommodations
Exit Procedures (14%)	Maintaining chain of custody	Secure test materials; check exam booklets; manage testing and ancillary materials
	Providing post-test communication	Provide appropriate score discussion; respond to candidate complaints; communicate with test sponsors; communicate with candidates post exam
	Completing checkout procedures	Close out/submit exams; check candidates/materials as they leave; understand/enforce dismissal process; authenticate examinee post exam; look for evidence of security breaches
	Completing post-test session activities	Secure the facility post exam completing all necessary test documentation

Preparing for the Exam

Candidates are encouraged to review the comprehensive list of resources used in developing exam questions. This list is maintained here: https://ncta.memberclicks.net/proctor-certification. NCTA does not provide a training program to prepare for the exam. Candidates are also encouraged to review sample test and preparation for testing on the platform:
https://www.assessments.meazurelearning.com/preparing-for-your-test/.

Exam Day Procedures

The proctor certification exam is administered in highly secure online proctoring and testing centers worldwide. Candidates must be on the test roster to be admitted to a test center or allowed to take the exam online. For those taking the exam via live online proctoring, please visit the following sites prior to exam check-in:

- Guardian browser download page: https://guardian.meazurelearning.com/
- Guardian information on the ProctorU support page: https://support.proctoru.com/hc/en-us/sections/9979847689229-Guardian-Proctoring-Browser-Resources

Check-In

Candidates must arrive at the test center or log-in for a live online proctoring appointment at least 15 minutes before scheduled exam time. Candidates must provide government-issued photo identification and a valid confirmation notice to be admitted to the test center. If you miss your appointment or do not have a valid, physical unexpired photo ID, you cannot take the exam and will forfeit all exam fees. If you arrive more than 15 minutes late to your appointment, you may be refused admission or access to an exam and exam fees may be forfeited.

Identification Requirements

Upon arrival at the physical test center, or logging on for an online proctored exam, a candidate must present proof of identity. Without a valid, unexpired, government-issued physical photo ID, showing the legal name of the registered candidate, the candidate will be prohibited from taking the exam. It is solely the Candidate's obligation to ensure that the Candidate has the required and correct form of identification to be admitted to take the exam. No refunds or credits will be provided to Candidates who appear for their testing appointment without the required or correct identification.

The following are acceptable forms of primary identification: International Travel Passport, Driver's license, Military ID, Identification card (national/state/province identity card), or Immigration registration card (green card, permanent resident, visa).

Authorized and Prohibited Items

At the test center, you will be instructed to store any personal belongings in a testing center locker. This includes items such as a mobile device, non-medical electronic devices, food or drink, hat, purse/bag, coat, jacket, or additional outwear accessories, or a watch. A full list of prohibited items will be on the confirmation email from Meazure Learning.

- Authorized materials include dry erase whiteboard and markers provided at test center

Exam Process

- Exams are monitored and will be recorded via audio and/or video.

- The examination will be timed, with a timer displayed on each candidate's computer screen. Candidates will have the option to hide and view the timer as needed.

- During this two-hour exam, there are no scheduled breaks. You may take an unscheduled break if needed, such as to use the bathroom, but you will be expected to comply with security screening upon your return to the testing room. Any unscheduled breaks will count against your allotted exam time.

    > *NOTE*: If taking a live online proctored exam, you cannot leave the web-camera view, take breaks, mumble or have wandering/unfocused eye movements. Any unscheduled breaks will result in an incident report to NCTA, who will determine outcome of the incident report, including possible cancelation of test scores.

- Should any question arise, proctors will be instructed to contact Meazure Learning's proctor support for resolution of the problem.

- Upon completion of the examination and submission of answers, candidates will receive a completion message. Scores will be returned to candidates four to six weeks after each exam window has closed.

- Candidates will present to test center staff for check-out procedures. All secure materials must be returned to test center staff.

- For more information about exam behavior expectations, see: https://support.proctoru.com/hc/en- us/articles/360043127892-What-am-I-allowed-and-not-allowed-to-do-during-my-exam-

After the Exam

Testing Experience

If you encounter any problem, have any concerns about the quality of the test administration or testing environment or any other issues that occur during the test administration that you believe are impacting or have impacted your performance on the exam ("Test Administration Concern"), you must immediately file a report with the Meazure Learning Representative (test center staff or live online proctor). You must also email NCTA with a description of any Test Administration Concern at proctorcertification@ncta-testing.org. NCTA will not consider any Test Administration Concern brought to NCTA's attention after a score report, score hold or score invalidation is issued or after NCTA has initiated an investigation into a potential test administration incident.

Exam Results

During and immediately after delivery of the test, Candidates will not receive immediate score results but will receive their score reports, after they are validated, from Meazure Learning at the email address provided during scheduling. Score reports will include a breakdown of performance across test domains. Candidates may also access test score on the Meazure Learning portal with their username and password for one year after test date. NCTA does not report scores to Candidates and all inquiries regarding score reporting should be directed to Meazure Learning contacts for Candidates.

Why are scaled scores used?

Scaled scores are used to ensure consistency and fairness in the reporting of results to all candidates. To account for the variation in difficulty among forms or versions of an exam, scores are translated to a common scale. Some of the questions in each content area will be replaced as NCTA creates newer versions. To account for these adjustments, one version can be slightly more challenging than another time. No matter the version of a test a candidate takes, the passing score for each exam type is set at the same cut score.

Exam Scores:

- Your score: _____

- Passing score = 500

- Minimum score possible: 200

- Maximum score possible: 800

Note: Please be advised that individual test scores will only be provided by Meazure Learning to the Candidate that earned the score and NCTA, for purposes of determining and tracking certification status. Neither Meazure Learning nor NCTA will release test scores of other candidates, pass rates, data compilations related to NCTA scores or pass rates, or any other information regarding NCTA's certification testing program to individual Candidates or third parties seeking this information.

Canceling, Invalidating, or Withholding scores

NCTA is committed to reporting valid scores that reflect accurately the performance of candidates on NCTA certification exams. NCTA maintains test administration, security, and scoring standards to ensure that all candidates have an equal opportunity to demonstrate their skills and to prevent some candidates from obtaining an unfair advantage. NCTA reserves the right to conduct psychometric and statistical analyses of NCTA examination response data in order to identify potential irregularities and assure the validity of scores. NCTA may cancel, invalidate, or not release test scores if any psychometric or statistical analysis raises reasonable doubts about the validity of the scores.

NCTA reserves the right to cancel, invalidate, or not release examination scores if, in its sole discretion, NCTA has reason to conclude:

- there is a reasonable basis to question the validity of the exam score; or
- a testing irregularity occurred before, during, or after the administration of the exam; or
- a Candidate violated the terms of the Candidate Agreement; or
- a violation of the policies and procedures for NCTA exam administration has occurred.

If NCTA cancels, invalidates or does not release an exam score because there is a reasonable basis to question the exam score's validity, NCTA is not required to further investigate the matter or determine whether an irregularity or violation of the Candidate Agreement occurred. NCTA may simply cancel or invalidate or withhold the score and provide the affected Candidate with another opportunity to take the relevant NCTA examination. When there is a reasonable basis to question the validity of a score, Candidates of any status may not appeal NCTA's decision to cancel, invalidate or withhold the score.

If there is a reasonable basis to question the validity of an exam score and NCTA cancels or invalidates an exam score for a person who has previously passed the examination (for which the score was cancelled or invalidated) and obtained NCTA certification, the individual's certification status will be reflected as "pending" until the individual retakes and passes the examination for which the score was cancelled or invalidated. If the individual is unable to pass the exam score after two subsequent attempts, that individual will no longer be certified by NCTA and may re-apply for certification after a period of six (6) months. If an individual's exam score is cancelled, invalidated, or withheld more than once, that individual may not take another NCTA certification test for a period of six (6) months following the most recent attempt that resulted in the score cancellation, invalidation or withholding.

NCTA may also, at its unilateral discretion, withhold exam scores pending the conclusion of an investigation to determine whether an irregularity or violation occurred. Candidates and Certificants do not have the right to appeal NCTA's decision to withhold an exam score pending an investigation into a related matter. If NCTA is withholding a score pending an investigation, NCTA will notify the individual in writing that the score is being withheld. Once the investigation has been completed, NCTA will notify the individual of its decision regarding the exam score, which NCTA may, in its sole discretion, cancel, invalidate, or continue to withhold.

If NCTA cancels or invalidates an exam score following an investigation and makes a finding that a person who has previously passed an exam and obtained certification violated the terms of the Candidate Agreement or participated in a testing irregularity, NCTA may take any actions against the individual as outlined in the Violations and Investigations Policy provided below, and the individual may only appeal any decision by NCTA in accordance with the provisions of that Policy.

Violations and Investigations Policy

If NCTA receives information that a testing irregularity has occurred, that an individual has violated the terms of the Certification Terms of Service, Candidate Agreement, or the Handbook, or that any conduct of one or more persons, or events or conditions of testing may have compromised, or has the potential to compromise, the integrity or validity of any NCTA certification examination, NCTA reserves the right, but is not obligated, to investigate and NCTA's policies on violations and investigations shall regulate all NCTA certification examination-related investigations.

Upon receiving notice from NCTA that it is conducting an investigating pursuant to this provision, a candidate must:

- fully cooperate with the investigation

- disclose to NCTA or its designee all knowledge that could potentially relate to the investigation

- produce all documents and materials requested by NCTA or its designee

- upon request, submit to an in-person or remote, virtual interview conducted by NCTA

- truthfully and completely answer all questions

The refusal of an individual to cooperate with an investigation or the presentation of false or misleading information in relation thereto shall constitute a serious and material breach of the candidate agreement and shall serve as a separate and independent basis for NCTA to pursue action against the individual as described below and upon finding that a candidate has violated any term of the candidate agreement or the Handbook, NCTA may, at its sole discretion, take any of the following actions:

- Prohibit the individual from taking any NCTA certification examination for a fixed period of time or permanently

- Terminate the candidate and NCTA exam administration prior to the completion of the exam and, if the exam is being administered in person, require the candidate to leave the test center

- Invalidate or cancel the individual's score, before or after scores are reported, without a refund

- Suspend or revoke all of the individual's NCTA certifications for a fixed period of time or indefinitely, if the individual previously passed an exam and obtained any NCTA certification

- Pursue civil legal action against the individual; and refer the matter for criminal prosecution if the individual engaged in criminal conduct.

Appeals for Investigation Disputes:

After receiving a written notice of violation and applicable consequences to be enforced by NCTA, a candidate has 30 calendar days to file a formal request for appeal to NCTA in accordance with the provisions of this paragraph. This appeal only considers whether or not NCTA acted reasonably and in good faith in accordance with its own policies and procedures when making its decision. The appellant must file a written request for appeal along with a statement explaining the grounds for the appeal, why the appeal should be granted, and all supporting evidence within 30 calendar days of receiving the notice of violation and applicable sanctions from NCTA. After this 30-day period has expired, if no appeal has been submitted, an appeal will no longer be considered. NCTA will render a written decision on the initial appeal within 30 calendar days of receiving all the appellants' submissions, unless NCTA in its sole discretion notifies the appellant that it requires additional time to decide the appeal. Under this policy, NCTA decisions to prosecute a civil legal action against the appellant or to refer the matter for criminal prosecution are not subject to appeal. NCTA's decisions regarding appeals are final and binding in all appeal-related matters. The appellant expressly waives the right to file a complaint against NCTA or assert any legal claims arising from the investigation or a dispute related thereto.

Certificate and License to Use NCTA Certified Proctor Logo

Candidates who have been deemed eligible for certification in NCTA's sole discretion and who earn a

passing score on the exam will receive an electronic certificate that establishes the achievement of certification ("NCTA Certified Proctor") sent via email by Meazure Learning. Upon achieving certification, the certified individual receives license and permission from NCTA to use the NCTA Certified Proctor logo in accordance with the terms set forth in the NCTA Certification Terms of Service and the Handbook. Members must follow the NCTA Brand and Style Guide when using official logos and branded materials. NCTA reserves the right in its sole discretion to withhold, suspend or permanently revoke NCTA certification for any person that uses the NCTA Certified Proctor logo in violation of the NCTA Certification Terms of Service and/or the Handbook and/or if the person misrepresents their NCTA certification status. Persons not certified by NCTA in accordance with NCTA Certification Terms of Service and/or the Handbook are strictly prohibited from using NCTA Certified Proctor logo for any purpose whatsoever.

Initial Certification Period and Recertification Requirements

The initial certification period is three years from the date that NCTA awards certification. In order to maintain certification, NCTA Certified Proctors must comply with all requirements set forth in the NCTA Continuing Education and Proctor Recertification Policy ("Recertification Policy"), which you can access and download on NCTA's website at: https://ncta.memberclicks.net/ncta-continuing-education

Acknowledgements

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Co-Chairs of Proctor Certification (2018-2024)

Co-chairs of the Proctor Certification ad hoc committee led all tasks related to development of exam and delivery, including: Request for Information (RFI) and Request for Procurement (RFP) creation and review; contracting process; Job Task Analysis (JTA); Item Writing; Form Assembly and Review; and development of Candidate Handbook and testing procedures.

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NCTA President 2022-2024	Canadian Higher Education Testing Association (CHETA) President, 2018-2023

Founding members of Proctor Certification Exam Development (2018-2019)

Jarret Dyer (NCTA President, 2018-2020, under whom project was launched), Duane Goupell (NCTA President, 2016- 2018), Dr. Rachel Hample (NCTA President, 2020-2022), Dr. Steve Saladin (NCTA President, 2006-2007, 2012-2014), Dr. James A. Wollack, Paula Doughman, Theresa Scott, Dr. Sonya Sedivy, Rachel Schoenig, Julie Gill, Kim Pearson, Dr. Kim Brunnert, Patrick Ochoa, Luke Brymer, Rory McCorkle, Mark Ross.

RFI and RFP Subcommittee (2019-2020)

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Subject Matter Experts, Job Task Analysis Committee (2021-2022)

Dr. Kim Brunnett, Elsevier; Francine Feero, University of Alaska; Jarret Dyer, College of DuPage, NCTA President (2018-2020); Jeff Marsh, Ascend Learning; Dr. James A. Wollack, University of Wisconsin-Madison; Duane Goupell, NCTA President (2016-2018); Dr. Steve Saladin, NCTA President (2006-2007, 2012-2014) & Editor of JNCTA; Josh Rivas, University of Akron

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Dr. Sonya Sedivy, University of Wisconsin- Madison
Tabatha Spain, Western Kentucky University

NCTA Proctor Certification Logistics Committee Co-Chairs (2022-present)

This committee was formed in 2022 to oversee test delivery and management of the certification program following completion of the work of the ad hoc Proctor Certification Committee (above).

Stacey Lewandowski, Columbus State Community College

Rose Starbuck, Sauk Valley Community College