This Checklist is to aid one in reviewing, creating and editing Test Center Certification (TCC) application materials. As you go through the application, you can place a check mark in the bubble when it is complete. For incomplete areas, that need work highlight them and make notes on what you need to do to meet certification standards.

This form is purely an aid! Does not mean once your materials are submitted, clarification may still be required.

**LABEL THE ACTUAL DOCUMENTS WITH THE NAME OF THE APPENDICE BELOW AND YOUR SCHOOL TEST CENTER NAME.**

**APPLICATION**

Review application to verify everything is filled out.

MUST be typed, not handwritten.

A brief description of what the position does must be filled out. It cannot say “see attached job description” on the application.

All charts and questions must be completed appropriately.

Make sure the application is signed and dated (can be an electronic signature).

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| **Notes:** |

**Appendix 1 - Mission**

The Mission Statement must include “… *adheres (or follows/subscribes) to the NCTA Professional Standards and Guidelines*” exactly.

On page 2 of the application, look for information about where the Mission Statement is posted/listed. The Mission Statement must be displayed on the website and at least one of these other places: in test center, or in brochure.

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| **Notes:** |

**Appendix 2A – Floor Plan**

There must be a floor plan that has areas of the test center labeled including room numbers, check-in/out area, storage area for test materials, testing rooms, staff workstations, lockers (if applicable), surveillance equipment location (if applicable), and entryways.

Digital floor plan required.

Clear seating on floorplan.

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| **Notes:** |

**Appendix 2B – Photos**

Each photo must be clearly labeled – with Test Center Name, Room Number, etc.

Photos must be submitted of each test room (front and back), admin/check-in area, and secure room/storage.

All photos must be submitted into one file that is either Microsoft Word or PowerPoint document that has been converted to a PDF.

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| **Notes:** |

**Appendix 3 – Test Integrity**

A statement about proctoring methods used at the test center.

Must have information about administrators/ proctors walking through the testing rooms periodically to monitor examinees and any electronic or computer surveillance. How often does staff walk through (in minutes).

Include information about check-in of candidate, how candidate identification is checked, and what do you do if impersonation violation is detected.

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| **Notes:** |

**Appendix 4 – Confidentiality**

The Confidentiality Statement must have spaces for the employee and the supervisor to sign, print their names, and date.

The form must include wording about protecting password and upholding FERPA.

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| **Notes:** |

**Appendix 5A Departmental Procedures Manual**

Applicant must submit the Operations/Procedures Manual

Opening and Closing Procedures

Dress Code/Attire Requirements

Telephone Etiquette for the Center

Must include departmental procedures (Do not just copy and paste Vendor Procedures Manuals in this area)

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| **Notes:** |

**Appendix 5B Training Manual/Materials**

Must submit documents in this area even if you just use Appendix 5B Departmental Procedures Manual as your training materials. Please specify pages that you will be using.

Must include at least 3 pages of training materials

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| **Notes:** |

**Appendix 5C Training Checklist**

Training Checklist must have trainer and trainee signature and date lines. There must be lines for the trainer and trainee to initial next every topic to ensure it has been covered.

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| **Notes:** |

**Appendix 5D Training Procedures**

A brief description of how initial and ongoing staff training is conducted.

Must provide information about new employee and student worker training

Must provide information about new employee and student worker on-training (Eg: Are staff and/or student being trained later on)

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| **Notes:** |

**Appendix 5E Emergency Evacuation Procedures**

The test center’s emergency plan includes information about how to direct and protect examinees during emergencies and specifics on how to secure both paper & pencil and computer tests during evacuations.

Include information about what happens after the emergency

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| **Notes:** |

**Appendix 6A – Annual Report**

If an annual has never been created, one must be developed to complete the certification process. This a document that the Center supervisor distributes to staff and supervisor (only).

Copy of Annual Report must include:

Testing numbers

Test center achievements

Future goals

Narrative

Describe how data will provide continuous improvement opportunity for your Test Center.

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| **Notes:** |

**Appendix 6B – Examinee Satisfaction Survey and Data Collection**

If a satisfaction survey has never been created, one must be developed to complete the certification process.

Copy of examinee satisfaction survey (Vendor surveys are not acceptable).

If a survey has never been used, one must be created and administered to at least 20 candidates/students.

Summary of data collected from examinee satisfaction survey – no narrative is required.

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| **Notes:** |

**Appendix 7 – Agreements/Contracts**

List Test Agreements/Contracts on the Application in Area 7.

Provide a statement on how your contract/agreement approval and review process takes place.

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| **Notes:** |

**Appendix 8A: Position Descriptions**

Position descriptions for ALL test center staff (including students) with both qualifications/requirements for applying and duties of the position. Human Resources PDs are preferred for staff. (include any vacant positions)

Ensure the position titles are consistent on the application area, in Appendix 8 and in Appendix 9.

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| **Notes:** |

**Appendix 8B: Performance Evaluation**

Description of procedures for staff performance evaluations for full and part time staff.

Include information for student workers, and/or Saturday proctors in this area.

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| **Notes:** |

**Appendix 9A Organizational Chart**

Organizational chart from testing center up through head of Division (required)

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| **Notes:** |

**Appendix 9B Testing Center Chart**

Org chart of Center only

Chart must show all testing positions (Including names of Test Center and any vacant positions).

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| **Notes:** |

**Appendix 10**

A general flyer/brochure listing all services provided by the test center. It is strongly recommended that the Mission Statement appear in the brochure (Required for recertification).

Brochure must be in PDF format.

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| **Notes:** |