NCTA Standards and Guidelines for Test Centers

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Second Edition

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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: The National College Testing Association (NCTA) promotes professionalism and quality in the administration of testing services and programs, including but not limited to, assessment and issues related to accessibility, development, and scoring to its members and constituencies outside of testing. This is accomplished by providing professional services and opportunities for member engagement, partnerships and collaboration, growth and outreach, and professional development.

- 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

Message from Chair

The Standards and Guidelines for Test Centers (the "Standards and Guidelines") were first written by the Midwest Professional Association of College Testing Personnel (MPACT) Professional Development Committee as an outgrowth of discussions about test center certification. The MPACT Committee agreed that standards needed to be developed before certification could be considered. Test company and test center staff representing MPACT, the SouthEastern Testing Association (SETA), and the Texas Association of Collegiate Testing Personnel (TACTP) worked together to develop the standards. When MPACT and other regional organizations became the National College Testing Association (NCTA) in Spring 2000, the Standards and Guidelines were adopted by the organization. The NCTA Standards and Guidelines Ad Hoc Committee reviewed and updated the Standards and Guidelines as of May 2025 to incorporate industry changes since originally published in 2000.

NCTA would like to express the organization's gratitude to the members of the Standards and Guidelines Ad Hoc Committee for their dedicated efforts in reviewing, evaluating, and revising the Standards and Guidelines within such a short timeframe. Your commitment to upholding the quality and integrity of our work, despite the time constraints, is truly commendable. The thoroughness and thoughtfulness you brought to this process ensure that our Standards and Guidelines remain relevant, effective, and

reflective of the evolving needs of our testing community. Your hard work and collaboration are deeply appreciated.

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NCTA wishes to acknowledge the following individuals who contributed to the creation and implementation of the updated NCTA Standards and Guidelines:

- Charity Chia, Chair, Standards and Guidelines Ad Hoc Committee
- Valentina Burton
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- Scott Greene
- Steve Saladin
- Susan Schmitz
- Tabatha Spain

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Purpose and Benefits

The Standards and Guidelines are intended to serve as a model for the delivery of quality testing services. The term 'testing services' refers to all aspects of the testing administration process conducted by a testing center or via remote proctoring (i.e. registration, customer service, monitoring, proctoring, and security). Since 2010, these Standards and Guidelines have been used in the NCTA Test Center Certification program to ensure that certified centers are following best practices.

This document contains two major components, the Standards and the Guidelines. The Standards contain policy and broader issues applicable to all test centers, while the Guidelines are very specific steps or procedures for a variety of test delivery modalities. The Standards and Guidelines are intended to provide helpful information to new testing professionals, anyone setting up a new test center, or test center staff who are reorganizing an existing test center.

The Standards and Guidelines endorse requirements without directly enforcing them, allowing discretion appropriate to specific programs. They have been and will continue to be updated by NCTA to reflect developments in the field of testing services. These NCTA Standards and Guidelines have important benefits for all involved in the testing process.

Benefits for Test Centers

- Enhance professional stature of test center and staff.
- Provide a single set of criteria, written by testing professionals of varying levels and perspectives, lessening the need to monitor and adhere to multiple sets of standards.
- Provide the information needed to establish an excellent test center with an optimal environment for test delivery.
- Demonstrate a commitment to standards and practice of services.

Benefits for Test Center Administrators

- Adherence to established protocols and aligns activities to apply for NCTA certifications, subject to additional requirements established in NCTA's sole discretion for certification eligibility.

- Provides a base line knowledge for preparation to apply for Test Center Certification, subject to additional requirements established in NCTA's sole discretion for certification eligibility.

Benefits for Test Takers

- Ensure quality test administration services.
- Offer the best opportunity for test takers to demonstrate their knowledge, potentially improving the accuracy of test results.

Benefits for Test Companies

- Promote standardized testing environments.
- Facilitate and simplify test site selection process.
- Improve communications with test centers by clarifying roles and expectations.
- Provide test company clients with a set of professional standards and guidelines.
- Promote a multi-user environment so that test centers may be compatible with the specifications of a variety of test companies.
- Raise the awareness of all parties regarding appropriate testing conditions and procedures for standardized testing.

Benefits for Testing Programs and Services

- Provide guidelines for professional testing services.
- Enrich the value of services.
- Enhance stature and visibility.
- Support the program's mission.

Benefits for NCTA

Demonstrate that enhancement of professionalism in the field of testing is a primary purpose of NCTA, increasing the value of belonging to an association with professional standards.
Provide the underlying foundation for NCTA certification programs, subject to additional requirements established in NCTA's sole discretion for certification eligibility.
Encourage interaction among testing industry professionals.
Be recognized as an authority in the testing industry.

Standards for Test Centers

The Standards in this document are organized into seven sections: Policy, Contractual Agreements, Staffing, Organization and Communication, Physical Environment, Testing Accommodations, and Test Integrity.

Policy

Test Centers should adhere to general policies which promote high quality operations, ethical practices and relevant professional mandates as presented in the Standards for Educational and Psychological Testing, and according to the NCTA Standards and Guidelines in this document. They should:

a) Develop and implement a mission statement consistent with the policies and standards set forth in this document.
b) Operate with adequate financial resources to support the mission of the test center.

c) Maintain adequate physical facilities in a location suitable to the requirements of the test center and the needs of test takers, which includes compliance with minimum legal requirements of the Americans with Disabilities Act (ADA), Accessible Canada Act (ACA) or other relevant legislation.
d) Operate in a diligent manner to promote honesty, integrity, and fairness in all procedures.
e) Operate under the guidelines of equal opportunity and the ADA, ACA, and other applicable local, state, and federal regulations.
f) Protect the integrity of the test by following appropriate test handling and storage procedures.
g) Protect the integrity of the test administration by ensuring vigilant and consistent proctoring.
h) Protect the confidentiality and rights of privacy of test takers and staff, as defined by the Federal Educational Rights and Privacy Act (FERPA), Freedom of Information and Protection of Privacy Act (FIPPA), General Data Protection Regulation (GDPR) or other applicable regulations.
i) Adhere to program requirements of test companies in the administration of specific tests.
j) Adhere to or exceed requirements and policies of the providing educational institution in the administration of academic exams and other assessments, if applicable.
k) Treat test takers in a fair, respectful, professional, and nondiscriminatory manner.
l) Respond to test taker concerns with respect while maintaining the integrity of the administration.
m) Develop and implement site specific procedures and guidelines for test center operations and staff training.
n) Evaluate the programs and staff of the test center in an on-going, systematic, and comprehensive manner.

Contractual Agreements

Test Companies and Test Center Managers (or appropriate legal representatives) will sign contractual agreements for test delivery services. Agreements should clearly define the responsibilities and expectations of both parties regarding the following concerns:

a) Physical environment and space requirements.
b) Test taker scheduling protocols.
c) Administrator/Proctor responsibilities for test delivery.
d) Required specifications for technology.
e) Test company support, including technical support, if applicable.
f) Payment method and fee schedule, including compensation for no-shows and accommodated tests.
g) Liability issues.

Contracts may reference Test Company, Proctor, or Administrator manuals for further details on the components mentioned above. These manuals, along with any related documentation, should be reviewed by all relevant departments or agencies within the organization before the agreement is signed, as testing programs may include specific and unique requirements. If any potential conflicts are identified, they can often be resolved through open communication between the Test Company and the test center's legal representatives. In such cases, the contract will need to be revised accordingly before it can be finalized and signed.

Contracts and agreements should be signed by an individual within the organization who holds the legal authority to do so. A designated person or role will be assigned responsibility for overseeing the contract's implementation and ensuring all obligations are fulfilled. Legal counsel may be consulted as needed. In certain cases, a Memorandum of Understanding (MOU) or letter of intent may be used instead of a formal contract. All contracts should be fully executed by both parties before any setup or

testing activities commence. Once a contract is in place, both parties are expected to collaborate in addressing any unmet expectations.

Staffing

Multiple individuals may be involved in the setup, coordination, and administration of tests. This may include full-time or part-time staff employed by the testing center or its parent organization, as well as individuals hired specifically for certain testing events. Additionally, there may be office staff responsible for general administrative duties (such as records management or reception) who are not directly involved in test administration. Regardless of how responsibilities are distributed among personnel, a single individual should be designated as accountable for ensuring all tasks are properly managed. This individual may have a different title at each testing center but will be referred to here as the Test Center Manager (TCM).

All staff, regardless of role, should:

a) Be aware of best practices in providing good customer service.
b) Be reliable, punctual, detail-oriented, and able to deal effectively with people in difficult situations.
c) Be able to communicate effectively with a diverse set of individuals.
d) Be prepared to deal with emergency situations.
e) Understand the necessity for security and confidentiality of test materials (including items such as passwords) and test taker information.
f) Complete a Conflict of Interest or Confidentiality Agreement detailing real or perceived conflicts of interest involving test information, test access or relationships with test takers.
g) Undergo performance evaluations at regular intervals.
h) Understand their role within the testing center.
i) Receive initial and on-going training by the TCM or a designated staff member.
j) Must acquire and maintain required training and certifications.

Special note on student staff at college or university-based testing centers

If students are employed in the test center, it is imperative that steps are taken to avoid even the appearance of a conflict of interest (i.e., administering tests or having access to test materials which they or their friends are likely to take) and test integrity (security and confidentiality of test content and passwords). “Student” refers to both undergraduate full-time, as well as full-time employees taking courses at the institution. Having student employees operate in a supportive role such as performing office tasks or monitoring test takers for unauthorized activities, with no access to secure testing materials or passwords, is the recommended method. However, students may be employed as proctors if detailed and rigorous procedures to minimize any potential conflict of interest and ensure test integrity are in place prior to employment of students in the testing center. The TCM is responsible for ensuring test security and mitigating perceived and actual conflicts of interest for student workers who proctor exams.

Test Center Manager

The Test Center Manager (TCM) holds primary responsibility for the proper administration of all testing programs. They oversee the coordination of all test sessions and may either serve as the test administrator themselves or delegate test day responsibilities to other qualified personnel. In addition to meeting the requirements for all testing staff, the TCM should also:

a) Be an employee of the testing center or its parent organization.
b) Be knowledgeable and well versed in current test policies, processes, and procedures.
c) Regularly participate in test administration and/or maintain the necessary training or certification to take on test administration responsibilities when needed.
d) Stay consistently informed about all incidents that occur during testing, including irregularities, facility or environmental issues, and any concerns raised by test takers or staff.
e) Act as the primary point of contact between the testing center and external parties who contract for test delivery, such as test companies, faculty, and credentialing agencies.
f) Provide comprehensive training for all testing staff, covering all aspects of test administration.
g) Participate in professional development activities to stay current with trends and best practices in testing.
h) Ensure that both the testing center as a whole and each individual staff member are evaluated on a regular basis.
i) Oversee all testing activities and ensure compliance with contractual obligations and the Standards outlined in this document.

Other Staff Needed for Testing

This includes test administrators, proctors, and proctoring assistants. Generally, these individuals should be employees of the testing center; however, in some cases these may be individuals hired for a specific testing event. In addition to the requirements of all staff, it is imperative that other staff needed for testing should:

a) Understand the basic precepts of standardized testing and the importance of documenting irregularities.
b) Be aware of best practices in test delivery.
c) Be thoroughly trained before working independently, with ongoing training/certification as necessary.
d) Assist the TCM and other staff members with assigned responsibilities and duties.

Support staff not involved in test administration – Depending on the size of the testing center, there may be additional staff who engage in general office administrative tasks such as reception, scheduling, record keeping, etc. Such individuals need to know the relevant information needed to complete their duties (e.g., ID requirements for scheduling), but may not need to be knowledgeable in all aspects of test delivery.

Organization and Communication

The TCM is responsible for advocating for the test center's needs through the appropriate channels within their organization. This representation and coordination help build and sustain administrative support for testing operations while enhancing the center's visibility across the institution. Additionally, the TCM should actively engage in community outreach to raise awareness of the center's services, explore opportunities for service expansion, and identify ways to meet unmet needs while optimizing resource utilization.

Organizational Representation

There should be a clear organizational structure and defined lines of communication within which the

test center operates. This structure should:

a) Be documented by an internal organizational chart with the TCM, who is fully responsible for all operations within the test center, at the top. As it is typical that the execution of specific areas may be delegated to other test center staff, the flow of responsibility and supervision needs to be clearly articulated with all positions included.
b) Be documented by an external organizational chart if the test center is part of a larger organization. The TCM should serve as the point of contact with the rest of the organization. There should be clear lines of communication and responsibility delineated from the TCM to the position/individual with final authority over organizational operations.
c) Provide a clear method for test center staff to identify needs and make requests for resources of the TCM within the test center.
d) Provide a clear method for the TCM to identify needs and request resources from the larger organization.
e) Prepare an annual report for regularly communicating goals and objectives within the test center and the larger organization.

Communication and Public Relations

It is essential for a testing center to inform the public about the services it offers and to explore opportunities to meet the testing needs of both the organization and the broader community. To effectively carry out public relations efforts and address the needs of test takers, it is important to:

a) Heighten awareness of the test center and its services by providing up-to-date information via website, social media, email, flyers, brochures, etc., on a regular basis.
b) Provide accessible and clear information regarding scheduling, fees, identification requirements, prohibited items, parking, etc.
c) Respond to requests for delivery of specific test programs, when consistent with the mission of the test center, to the extent possible.
d) Explore contractual relationships with needed programs or companies.
e) Ensure that all requirements of contracted services are fulfilled and that there is open communication with the testing companies involved.
f) Encourage appropriate use of testing services within and outside of the organization in compliance with the test center's mission and goals.
g) Provide a satisfaction survey that allows test takers to provide feedback regarding the testing center and their experience.

Physical Environment

The location, space, and layout of the test center play a critical role in fulfilling its mission. Equally important are the conditions under which tests are stored, handled, and administered. Maintaining standardized conditions is essential to ensuring the integrity of each test administration.

Location: The test center should be located in an area accessible to all potential test takers, but also removed from high volume traffic areas to the extent possible to minimize noise and potential security issues. In addition, the test center location should:

a) Be within a reasonable distance of adequate parking.

b) Meet requirements of ADA, ACA and other legislation regarding accessibility (e.g., ramps, elevator, reserved parking).

Space and layout: The test center should provide for adequate physical space for the volume of test delivery anticipated. This includes space for administrative staff/materials, proctors, reception/check-in, waiting area, secure storage, testing rooms (both standard and accommodated), rest rooms and other related areas as needed. Each space will have its own unique requirements.

a) Administrative staff/materials—Depending upon the size of the test center, this space may be combined with one or more other functions. At a minimum it should provide space for storing non-secure supplies (e.g., paper, pencils, etc.) and for staff to comfortably and effectively complete their duties.
b) Proctors— It is essential that the space designated for proctors provides clear and unobstructed visual access to all test takers under their supervision. This can be achieved by having the proctor physically present in the room, using an observation window, or utilizing other forms of surveillance.
c) Reception/check-in— This space should enable staff to check identification, confirm admission requirements, and verify test taker information in a confidential manner, ensuring that sensitive information is not visible to others. It may also serve multiple purposes, such as accommodating proctors, administrative staff, or storage.
d) Waiting area— The waiting area should be spacious enough to accommodate seating for test takers who are either waiting to check in or on a break from their test session—unless an alternative waiting or break room, or an electronic wait system (such as a waitlist-text system), is available.
e) Secure storage—This space should be locked with access limited to the TCM and designated staff. TCM should be aware of unsecured points of access (windows, transoms, drop ceilings, etc.) and take appropriate measures to ensure the security of exams and exam materials.

Testing rooms—The layout of testing rooms should be based first and foremost on the security and integrity of the test, followed by maximizing the number of testing seats comfortably available. Specific requirements include:

a) Providing a distraction reduced environment. This includes (to the extent possible) taking steps to mitigate any distractions or possible security risks, including sound proofing/muffling and covering any windows.
b) Controlled access (limited entrances/exits monitored by test staff) during test administration.
c) Adequate ventilation for comfort.
d) Temperature maintained at a comfortable level.
e) Adequate lighting.
f) Ensuring sufficient space for the number of test stations so that test takers have limited visibility of others' tests or materials. This can be achieved through appropriate seat spacing, the use of dividers, and avoiding seating arrangements where individuals are positioned at right angles to one another.
g) Providing proctors with easy access to each test taker through clear, unobstructed walkways, allowing them to move throughout the testing area without disrupting other test takers.
h) Free of informational items (e.g., maps, periodic table, etc.) which might serve as unauthorized testing aids.
i) Meet requirements of any contracted testing companies.

j) Be clean and uncluttered.
k) Provide for ADA, ACA or other accommodations. While a separate testing room for accommodated testing is preferred, it is not required in all situations (see Testing Accommodations).

Rest rooms—While not required to be within the test center itself, it is important that rest rooms are easily accessible, and that staff are able to monitor them for unauthorized materials.

Other related areas—Larger test centers may include break rooms for staff, waiting areas for non-test takers, separate offices for TCM or others, etc. These areas should be located separate from the testing rooms in order to minimize distractions.

Technology - Testing centers are required to provide the technology/equipment required to complete test administration. It is the responsibility of the TCM to monitor, advocate for and ensure functionality and suitability of all technology.

Testing Accommodations

To ensure compliance with the ADA, ACA, and other applicable laws—and to uphold the testing center's commitment to supporting all test takers—it is essential that test centers understand the legal and ethical responsibilities involved in providing accommodations. Centers should be prepared to offer both physical and technological accommodations to meet a wide range of needs, including tools such as screen readers, magnifiers, and adjustable-height chairs and desks. TCMs will work in coordination with testing companies to implement or utilize specialized software and equipment when supplied. Test centers will:

a) Provide approved accommodations for test takers at no additional cost to the test taker. The test owner (test company, educational institution, etc.) is expected to bear the cost of providing approved accommodations.
b) To the extent possible, ensure the privacy and confidentiality of a test taker's status as an accommodated test taker and the nature of their accommodation.
c) If possible, provide separate facilities for accommodated testing (e.g., private room) within the test center.
d) Collaborate with their in-house or the test company's Accessibility Office to ascertain how testing accommodations will be determined, approved and/or provided.

Test Integrity

Maintaining test integrity should be a top priority for test centers across all aspects of their operations. This includes safeguarding test materials, protecting test content and test taker information, and ensuring secure and consistent test administration. Specific policies and procedures regarding test integrity include:

a) Secure storage of test materials with access limited to authorized individuals. This includes processes for receiving materials, transferring materials in and out of secure storage and returning materials after the test or when they are no longer needed.
b) Using secure passwords that are never shared and that are regularly updated.
c) Carefully validating the identity of test takers according to organization and/or test company requirements (e.g., photo ID, signature, biometric data, etc.).
d) Following all check-in and admission procedures as prescribed by the test company or test provider.
e) Ensuring test takers do not have access to unauthorized materials during the test administration.
f) Seating test takers to minimize the possibility of sharing information or creating a disturbance.
g) Ensuring all instructions are provided to all test takers exactly as prescribed by the test company or test provider.
h) Actively monitoring all test takers throughout the test administration—using any and all methods available to the test center—to prevent unauthorized activity.
i) Promptly and appropriately intervening when a test taker engages in suspicious and/or unacceptable behavior.
j) In person monitoring should include walkthroughs at a minimum of every 10-15 minutes., with the possible exception of distraction-reduced testing rooms with cameras and a single tester.
k) Refraining from commenting on test content under any circumstances.
l) Refraining from the sharing of or misuse of test content from screen or remote monitoring applications.
m) Maintaining a distraction reduced environment within the testing room (i.e., noise level, lighting, temperature, etc.).
n) Maintaining accurate time limits including all time remaining warnings as prescribed by the test company or test provider.
o) Thoroughly documenting any deviations from standard procedures, irregular events, or unusual test taker behaviors or circumstances that may have affected the testing experience, and reporting them through the appropriate channels to the test company, test provider, and/or the TCM.
p) Following all break and check-out procedures as prescribed by the test company or test provider.
q) Completing all post-test procedures as prescribed by the test company or test provider.

Guidelines

The guidelines presented here are framed as procedural steps rather than detailed instructions. For instance, they use general directives like "Ensure accurate timing of the test" instead of specifying a particular method, such as "Track time using [specific] method." While these guidelines are consistent with the content of many test manuals, they may not precisely match the specific instructions contained within them. When referring to guidelines and policies, this includes those set by the institution, test company, and/or test center. The order of operations and the importance of certain steps may vary depending on the test modality.

General Requirements

1. Prepare Testing Center
    a. Ensure adequate number of trained staff available and have back up available, if necessary.
    b. Receive and check in test materials; reconcile any discrepancies. Contact test company or faculty member with questions.

c. Securely store test materials.
d. Set up testing room and ensure all necessary equipment is in proper operational condition.
e. Ensure environment is both secure and comfortable with regards to lighting, temperature, and spacing between test takers.
f. Check rest rooms for any prohibited materials.
g. Provide any appropriate training or updates to staff according to current guidelines.
h. Ensure all necessary information and materials for testing are available.
i. If recording test sessions, prepare video and/or audio equipment in accordance with current policy.

2. Admit Test Taker
   a. Verify identity and authorization to test, including accommodations, according to current guidelines.
   b. Guide the test taker to designated, secure storage for personal belongings, or confirm that no unauthorized materials are present.
   c. Complete any necessary documentation.
   d. Complete all security checks, including biometrics, if applicable.
   e. Discuss policies and procedures.
   f. Answer any test taker questions prior to admittance into the testing room/exam launch.
   g. Direct test taker to assigned seat/conduct environmental scan according to current guidelines.

3. Test Administration
   a. Implement accommodations as approved.
   b. Distribute ancillary materials as needed.
   c. Distribute exam materials, provide instructions and/or access/launch the exam in accordance with test delivery method.
   d. Respond to questions regarding instructions.
   e. Ensure accurate timing, if applicable.

4. Active Proctoring
   a. Continuously monitor test taker behavior. Conduct frequent walkthroughs or environmental scans as directed in current guidelines.
   b. Be vigilant for misconduct and/or disruptive behavior and take appropriate action.
   c. Immediately respond to any test taker questions or issues, including troubleshooting procedures.
   d. Resolve any technology issues, contacting local IT or testing company support as appropriate.
   e. Handle irregularities and potential security breaches according to current policies.
   f. Complete and file incident reports as required.
   g. Follow break policies as required.
   h. Perform additional security checks or scans following breaks or leaving the testing room/area.

5. Concluding the Test
    a. Collect and account for all test materials and ancillary items provided to test taker.
    b. Perform check out procedures, including any biometrics.
    c. Return any test materials to test company or faculty member.
    d. Allow test takers to retrieve belongings from storage area.
    e. Store test materials in secure location as required.
    f. Carefully inspect and clean testing room as necessary.
    g. Perform end of day procedures according to current guidelines.

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- Charity Chia, Committee Chair
- Valentina Burton
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- Steve Saladin
- Susan Schmitz
- Tabatha Spain

Appendices

Terms and Definitions

Term	Abbreviation	Definition
Accessible Canada Act	ACA	The ACA is a federal law aiming to create a barrier-free Canada by 2040, focusing on identifying, removing and preventing barriers for people with disabilities in employment, the built environment, communication and the like.
Administration		The administration of one or more tests.
Agreement		Terms and conditions, agreed by test center, and any and all other written instructions, specifications, standards, terms and conditions agreed between the parties in writing (in written or electronic form).

Americans with Disabilities Act	ADA	The Americans with Disabilities Act (ADA) prohibits discrimination against people with disabilities in several areas, including employment, transportation, public accommodations, communications and access to state and local government' programs and services. Test Center agrees to adhere to all ADA requirements.
Assessment		Another term for test. A collection of processes or procedures used to evaluate some aspect of an individual; may or may not include a test instrument, but is often used interchangeably with test.
Client		A third party that enters into a contract for the purpose of the administration of its tests.
Examination/Exam		Another term for test.
Examinee		Another term for test taker.
Family Educational Rights and Privacy Act	FERPA	The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part 99) is a federal law that protects the privacy of student education records. The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education.
Freedom of Information and Protection of Privacy Act	FIPPA	A provincial law in Ontario Canada that governs access to government records and protects personal information held by public bodies.
General Data Protection Regulation	GDPR	A European Union regulation that enhances the protection of EU residents' personal data and applies to organization outside the EU that offer good or services to, or monitor the behavior of, EU residents.
Institution		Campus at which the test center may be in an educational setting.
Memorandum of Understanding	MOU	Agreement between test center and vendor.
Monitoring		Monitoring is a process during which technology is used to record a test event, but no individual is observing the event in real time.

Proctor		A proctor is the individual responsible for test administration. Alternative terms for proctor are invigilator, administrator, and room supervisor.
Proctoring		Proctoring is a real-time process during which a proctor observes or supervises a test event to ensure the assessment is administered in accordance with defined rules and procedures.
Test		An instrument intended to measure a test taker's knowledge, skill, competence, and/or aptitude, among other potential attributes, by one or more means, such as written, oral, practical, or observational. Alternative terms for test are examination, exam, or assessment. These terms may be used interchangeably in this document.
Test Center	TC	Physical location used to administer tests for computer- or paper-based tests. Alternative term for test center is test site.
Test Center Administrator	TCA	Another term for test center manager.
Test Center Manager	TCM	Responsible for recruiting and identifying proctors to assist with the administration of tests at the test center. Alternative terms for test center manager are testing coordinator, testing director, test administrator, testing operations manager, testing specialist or supervisor.
Test Company		Owner of a specific test program, whether that program is used in an educational, employment, or certification/licensure setting. The test company may be an academic institution, credentialing body, employer, instructor, regulatory body, vendor hired by the test sponsor, or another type of test publisher. Alternative terms for test company are test program, test publisher, test sponsor or vendor.
Test Site		Another term for test center.
Test Taker		Individual being tested or assessed. Alternative terms for test taker include candidate, examinee and student.
Testing Programs and Services	TPS	The programs and services offered by a testing center.
Vendor		Another term for test company.