SELT -
Test Center Administrator (TCA) Operations Manual

Global Owned and Operated Sites

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Where people meet potential

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Approval Section

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SECTION 1 – INTRODUCTION AND OVERVIEW
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OVERVIEW

This Test Center Operations Manual has been prepared for PSI Test Center Administrators. It will provide an overall, general and specific knowledge of PSI, test centers, role and responsibilities of PSI Test Centers and the Test Center Administrator role.

These policies, processes and procedures are documented to ensure the same consistency is achieved across all sites and quality services are delivered with the same level of excellence every single time. "Everything we do, influences someone's career."

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ABOUT PSI

Where People Meet Potential
PSI Services is a global leader in workforce solutions with over 70 years of experience delivering successful testing programs to help people achieve success in their academic, personal, and work lives.

PSI provides worldwide testing solutions to corporations, federal and state government agencies, professional associations, certifying bodies and leading academic institutions.

PSI offers a comprehensive solutions approach from test development to delivery and results processing, including pre-hire employment selection, managerial assessments, licensing and certification tests, distance learning testing, license management services and professional services.

Experts in Virtually Every Job Family
At PSI, we've been the guiding hand behind the most successful testing and high-stakes exam projects in virtually every job category. We leverage our flexible technology platforms, rigorously validated testing content, and best talent in the industry to delight our clients and securely deliver their exams in the mode that best suits their users.

Our global test center network spans five continents and over 100 countries. We administer assessments in over 50 languages and deliver over 15 million tests and assessments annually. For more information, go to www.psionline.com.

VISION, MISSION AND VALUES

The PSI Vision, Mission and Corporate Values are the cornerstones of our business. They were developed by the executive team along with employee input from surveys, meetings and planning sessions. They define who we are and what our desired outcomes are.

PSI Vision

"To empower people in their careers and drive organizational success"

PSI Mission

"To help people meet their potential"

PSI Corporate Values

"Value People, Work Together, Be Dependable, Think Creatively and Embrace Diversity"

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SECTION 2 – CODE OF CONDUCT

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Code of Conduct is generally defined as a collection or set of rules and responsibilities, or proper actions and practices of an individual and/or an organization.

Code of Conduct outlines what behaviors of professional behaviors are acceptable, not acceptable or appropriate in the workplace.

As a representative of PSI, your actions must be consistent with the Company's values.

For the Test Center Administrator ["TCA"] the following additional guidelines are intended as a guide for the TCA role:

(1) TCA's are required to treat all employees, business partners, clients, suppliers, and competitors honestly, fairly, and respectfully at all times. It is the expectation in this customer-facing role, that TCA's promote a high level of professionalism, excellent customer service skills and be an example of ethical behavior as a responsible and trustworthy co-worker among peers in the workplace.

(2) TCA's should always use good judgment to ensure the safety and welfare of all employees, business partners, and clients, to maintain a cooperative, efficient, positive, harmonious and productive work environment.

(3) TCA's are expected to act with professionalism at all times, as your conduct is critical to our business, clients and customers. The expectation for employees to honor, respect and adhere to these practices and reflect the Company's values, demonstrating ethical behaviors and leadership to promote a work environment that upholds the Company's reputation for integrity, ethical conduct, and trust.

PEER RELATIONS

Much of the work we do every day depends on having a positive working relationship with colleagues. Being able to communicate effectively with peers helps the TCA get acclimated to business process, best practices and protocols. Workplace peers have good insight, context and understanding based on their experience, and this support and information sharing is greatly encouraged. Some ways to establish good working relationships amongst peers are to:

- o Speak Positive About the people you work with
- o Support other's work

- o Initiate conversations by asking questions
- o Initiate repeated interactions and communications
- o Get to know one another better, personally and/or professionally

PROFESSIONALISM

Professionalism is defined as the competence or skill expected, good conduct or qualities expected from employees; doing your job to best of your ability. It is all about the behaviors you exhibit and the manner in which you conduct yourself on the job.

Professionalism includes a variety of personal qualities and behaviors that demonstrate the following attributes such as:

Customer service – maintaining a proper, polite, and calm composure with all employee, client and customer contacts is vital in providing excellence in customer service, and even more when the client or customer is upset. Staying calm and professional under pressure or in a tense situation speaks volumes to your credibility, integrity and the company.

Good manners and proper etiquette – start with being polite. Saying "please" and "thank you" are still important and very much appreciated. Use good manners with all you meet, no matter their title or role, or no matter how you may be feeling. No one has a right to be rude to others because they are not having a good day, would rather be somewhere else or not feeling well.

Be Reliable – be where you are supposed to be, when you are supposed to be there. It also means to honor your commitments. Being reliable is…

Be Accountable – hold yourself accountable for your words and action. This also embraces honesty and integrity. If you make a mistake, own it and fix it. Don't try to cover it or place the blame on a peer or someone else. If it is a mistake or error made by the company, take responsibility and work to resolve the issue with the client or Candidate. Be fair and honest in all your dealings.

Be Responsive - respond to requests promptly. A good rule of thumb in email etiquette is to respond to emails within the same business day. If that is not possible, respond within 24 hours of receipt of the email. It is always a good gesture and show of respect to respond to the sender to let them know you have received their communication and while you may not currently have the information they are seeking, let them know you are working on it and when they can expect to hear back from you. Do what you say you are going to do and deliver on promises made.

Be Competent – learn your job, ask questions, build your expertise in the role, and strive to become an expert in all you do. Be the go-to person who knows how to fix it, how to respond, know where it's located, etc., basically just know your job and do it well.

Do more than expected - don't just do the bare minimum, but go the extra mile, doing whatever it takes to get the job done and done right. Make a concerted effort complete action items and deliverables before the due date and under budget.

DRESS CODE

To ensure the Company always projects a professional image , we require all Test Center Administrative staff to adhere to the PSI Company dress codes standards as defined in the PSI Employee Handbook, which states:

"It is the intent of the Company to encourage and foster a comfortable, yet professional, workplace that enables the Company to continue in its tradition as a successful professional services firm. Dress, personal grooming, and personal cleanliness standards contribute to the morale of all employees and affect the business image we present to our customers and clients."

The official dress code of the Company is "Business Casual / Casual"

Acceptable Attire:

- Suit and tie, slacks, pants, jeans, t-shirts, sweaters, button down shirts, polo shirts, blouses
- Skirts and dress at the appropriate length (1" – 1 ½" above knee or longer)
- Dress shoes

Unacceptable Attire:

- Revealing, form fitting clothing of any kind including stretch pants, leggings;*
- Flip flops, ripped, torn, frayed, and/or any type of distressed jeans with holes
- Athletic wear, shorts, sweatpants, sneakers or tennis shoes
- Head coverings, including baseball caps
  - excludes headwear worn for religious purposes

Exceptions: Leggings can be worn with a dress/skirt that meets appropriate length guidelines
Working in the office on weekends, shorts, flip-flops, and hats are acceptable

PERSONAL GROOMING AND APPEARANCE

It is the policy of PSI that all professionals maintain a well-groomed and professional appearance. This policy applies to facial hair, as well as general cleanliness. Body art or piercings are not the concern of the Company, though every effort should be made to conceal any tattoos or the like that may be found offensive by a fellow professional or business contact.

A neat appearance, in accordance with and adhering to the PSI dress code policy as outlined in the PSI Employee Handbook, is required of all employees.

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SECTION 3 – EQUALITY POLICY
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INTRODUCTION

PSI is committed to promoting equal opportunities to all candidates. We respect and value the diversity of our candidates and strive to create a positive environment where candidates are treated with dignity and respect. We will challenge any instance of inequality and will anticipate and respond positively to different needs and circumstances so that all candidates can achieve their full potential.

SCOPE AND PURPOSE

This policy applies to Candidates at test centers and PSI staff that work at all our test centers. PSI strives to ensure all Candidates have an equal opportunity to access services and to realize their potential. We will not tolerate any inequality or any other actions that may limit a candidate's ability to participate and succeed. We recognize and celebrate the diversity of our Candidates and are committed to ensuring all feel safe, respected and listened to, regardless of their backgrounds or personal attributes.

PSI will recognize and value individual differences and remove barriers that put people at a disadvantage. We wholly support the requirements of the UK Equality Act 2010, which legally protects people from discrimination and sets out the different ways in which it is unlawful to treat someone. The duties outlined in the Equality Act are consistent with our vision and principles globally. We will oppose and always challenge any direct or indirect discrimination, harassment or victimization on the grounds of age, disability, gender reassignment, race, religion or belief, sex, childbearing or caring status, sexual orientation or marital or civil partnership status. The purpose of this policy is to describe how we will put our principles into practice and fulfil our statutory duties to promote equality, value diversity and eliminate discrimination.

EQUALITY AND OPPORTUNITY

We will strive to ensure that opportunities are available to all Candidates. We will support all Candidates as far as reasonably possible (subject to health and safety requirements and any other requirements passed onto us by a relevant regulatory authority) to sit for the tests of their choice and make all reasonable efforts to ensure physical access to the test

point. In circumstances where this is not possible, we will identify alternative options/provisions where it is reasonable to do so.

SPECIAL ARRANGEMENTS

During the online booking process, Candidates will be given opportunity to submit a special arrangement request for any disability or learning difficulty they have that they feel needs support on the test day. We will require supporting evidence in advance of the test day to ensure that we can put in place additional or alternative support where reasonably practical and possible. For instance, support could be in the form of extra time, larger font, or different background colors. Alternatively, we will look to support adaptive equipment for visual and hearing impairment, wherever possible.

For any additional disclosure and support arrangements not detailed here, Candidates will be directed to the service team at specialarrangement@skillsforenglish.com for support.

TESTING

PSI is committed to creating testing environments where every Candidate and staff member has the right to be treated with dignity and respect. We are opposed to and will not tolerate any form of bullying, harassment or unacceptable behavior where this makes an individual feel intimidated or offended.

We will ensure all Candidates have clear routes to report incidents and/or concerns and for these to be managed fairly.

We will strive to ensure all Candidates feel comfortable to express their views, experiences and perceptions but in a respectful and non-discriminatory manner. Any form of prejudice, discrimination and/or stereotypical attitudes will be challenged and supported by training on equality and diversity practice.

RESPONSIBILITY

PSI and the Skills for English team will:

- Provide test centers that respect difference and protect the diversity of those using them
- Raise individual awareness of the importance of equality and diversity and good relations between people of different groups
- Ensure fair and equal access to services
- Make reasonable and practicable adjustments to enable individuals to participate. Where this is not feasible, we will identify alternative options/solutions
- Strive to maintain a safe and secure testing environment

Required of Candidates:

- To communicate and behave with courtesy, kindness and respect individual differences, and act in accordance with our policies and procedures

- To inform PSI if they have any additional needs or are experiencing any difficulties

- To take responsibility for their own actions, personal development and performance

- To let us know immediately if they are unhappy with any aspect of testing or have witnessed anything of concern

COMPLAINTS

PSI will make all candidates aware of the steps to follow should they wish to raise a concern, grievance or make a complaint. We will aim to fully resolve any concerns or problems as quickly as possible and if we cannot resolve or put right straight away, we will explain why and say what we can do.

For any complaints or feedback Candidates are welcome to report these to:

complaint@skillsforenglish.com

**This policy will be monitored annually to review its effectiveness and will be updated in accordance with any necessary changes.

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SECTION 4 – TCA ROLE AND RESPONSIBILITIES
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The Role and Responsibility of the Test Center Administrator [TCA] is an important one, vital to the success of PSI. The TCA role is to:

"Provide an excellent customer service experience, exam accountability and security to maintain the integrity of the certification process"

TCA responsibilities include:

- Managing the test event from start to finish
- Maintaining a secure, quiet and stress-free environment
- Monitoring the Candidates while taking the exam

The overall role of the TCA maintains the integrity of the testing, providing exam security to ensure accountability, as breaches compromise the integrity of the entire certification process. As you will see, the role of the TCA is an important one and the Operations Manual will cover, in detail, the Test Administration processes required of this position, which include:

- Administer the comprehensive check in process
- Proctor the administration of numerous tests and exams
- Maintain a respectful, professional and secure testing environment
- Oversee security, to include video surveillance and routine walk through inspections
- Maintain confidentiality and security of all testing materials, booklets, supplies
- Manage and report all misconduct issues

While this is not a comprehensive list, it provides some insight into the role. Some additional responsibilities may include:

- Troubleshooting to remedy computer and technical issues
- Participate in quality assurance and audit programs
- Other administrative duties, as required

In general, the TCA must be familiar with the administration process of ALL exams and provide the necessary accommodations to complete each the Candidate's assigned test.

Special instructions and/or authorizations are often sent in advance to ensure the administering site is properly notified and prepared in advance of the Candidate's arrival.

ROLE AND RESPONSIBILITY MATRIX

	Test Center Administrator [TCA] / Proctor	TCA Lead
Position Description	This position assists in the administration of numerous tests and exams while maintaining a secure testing environment	Ensure facilities, operations and performance at the assigned test center consistently meets company standards
Role and Responsibilities	Proctor a variety of tests while maintaining a secure testing environment. Maintain confidentiality and security of all testing materials; monitor security cameras; conduct routine testing center observations	Maintain a deep knowledge of policies, practices and procedures; provide guidance to TCA pertaining to Operational Procedures
	Comprehensive check in and check out, verification of testing candidates	Assist in the training of new TCAs; serve as TCA as needed
	Proctoring and monitoring duties include video surveillance and routine walk through inspections	Assist staff schedules as needed; supervise both FT/PT TCAs
	Assists in training new proctors; complete incident reports and other email communications	Actively participates in quality assurance, audit programs
	Assist with daily test center operations to ensure a safe and secure testing environment	Assist in resolving employee reports issues which require RSS attention
Summary of Qualifications	1 full year of customer service experience; 1 full year of basic computer skills	High School Diploma or Equivalent; minimum 2 years customer service related experience required
	Proficient knowledge of Microsoft Office Suite (Outlook, Word, Excel)	One year of management or supervisory experience preferred
	Basic problem solving skills and ability to engage in analytical thinking in stressful situations	Team leading and training skills, exposure to testing environment, strongly preferred
	Ability to walk/stand for 40% of the time throughout shift	Effectively communicate with professionalism and authority
	Prior proctor/teaching experience is a PLUS	Proficient knowledge of Microsoft Office Suite (Outlook, Word, Excel)
Reporting Structure	This position reports to the Regional Site Supervisor, Owned Channel	This position reports to the Regional Site Supervisor, Owned Channel

See chart in Appendix A.

TEST ADMINISTRATION

The main role of the TCA is Test Administration. In keeping with the professional standards for PSI test centers, it is our goal to greet the Candidates in an environment that is prepared for the examination operations, ready to go when they first enter our doors.

GENERAL OVERVIEW

The role of the TCA is to be in the office 45-60 minutes before the first exam session is due to start. The daily start up begins with opening and preparing the office. The responsibilities listed all are part of the test administration and will be expounded upon in its respective sections throughout the manual. The steps typically follow this order:

1. Open the Office and Equipment Start Up
2. Prep for the Exam Sessions (print roster, security forms, materials, paper)
3. Welcome and Greet Candidates
4. Candidate Security Procedures document (read/sign)
5. Candidate ID Verification and Check-In (photos/fingerprints)
6. Securing of Personal Items and Physical Security Check
7. Escort Candidates to the Test Room, assist with Computer if needed
8. Final Instructions, Test Monitoring and Walk-Throughs
9. Manage Misconduct, Cheating and Technical Issues
10. End of Exam Collect Items, Print Instructions or Score Sheets
11. Verify Return all Personal Items, Lockable Storage Bags, Lockers and Locks
12. Thank the Candidate for testing with PSI / Wish them a Good Day!

CUSTOMER SERVICE

Test Center Administrators provide our customers with a best-in-class, excellent customer service experience, which includes:

- Being Prompt
- Being Professional
- Being Polite
- Being Patient

As such, TCA's must always be mindful that on test day, our Candidates may be nervous and have various levels of test taking anxiety and you can help put them at ease with your voice [tone/pitch]. Greeting the Candidates with an energetic, warm welcome and a SMILE goes a long way to alleviate some of that test taking anxiety and stress.

It is our goal to present an excellent, world-class customer experience, with each and every contact!

START OF DAY - BEFORE CANDIDATE ARRIVES

This section will cover the administrative duties required by the TCA before the first Candidate arrives, and/or at the beginning of the TCA work shift.

TIME OF ARRIVAL

In keeping with the professional standards for operating PSI test centers, our goal is to welcome and greet the Candidates in an environment that is well prepared for the examination operations.

For PSI Owned and Operated centers, the workday begins at the time the Test Center Administrator reports to the office and starts the day's examination preparations.

- The TCA must arrive at the site <u>45 to 60 minutes before</u> the first scheduled Candidate exam time is due to start.

- PSI Test Center Administrators (applicable to owned and operated sites) are not allowed to arrive at the test center or clock in for the day more than <u>one (1) hour</u> prior to the start time of the session unless authorized by a supervisor, line manager or channel manager.

CHECK IN PROCESS

Although making the Candidate as comfortable as possible is an important part of the in-processing for the examination, the principal responsibility of the PSI Test Center Administrators is safeguarding examination content and ensuring individual examination security.

It is the TCA's responsibility to verify the identity of the person who shows up at the test center by requesting to see a valid photo identification.

Depending on the Candidate exam, a photo, signature capture, or fingerprint may also be required to be taken of the Candidate.

TCA should ensure all equipment is operational before its use, which should be done as part of the opening of the office and equipment/check start up.

SITE AND COMPUTER PREP

The office should be neat and clean before the arrival of any Candidates. Look around the office to make sure that everything is in place. The reception area should be neat and clean. Only those articles necessary for the examination administration should be visible in the Test Center Administrator's office. Personal items should be put away.

The typical daily startup routine checklist consists of:

(1) Turn on and check all administrative office equipment (computer, printer, DVR/recording equipment, CCTV, fingerprint scanner, cameras, etc.)

(2) Check to ensure all trash and/or recycle containers are empty. If not, empty them before the Candidate arrival and dispose of the trash

(3) Ensure good supply of sharpened pencils, plain scratch paper and calculators are available, and printer has adequate and correct paper (i.e., PSI score report paper)

(4) Check the "Low Toner" indicators (change toner cartridges if needed)

(5) Review stored booklets and/or materials

(6) Turn on lights in exam room, turn on all test center computers

(7) Check thermostat to ensure reasonable temperature setting (not too cold or warm)

(8) Check chairs for lint or damage, and positioned uniformly at each exam station

(9) Check lockers and locks (or lockable storage bags/units)

(10) Check restroom to ensure it was cleaned and is properly stocked with supplies

(11) Check emails and exam accommodation memos

(12) Login to systems to print daily rosters and check in sheets

The TCA should have the current day/session Roster page printed and ready to go. This has the number of IDs they will need, required documents, and reference materials allowed (if applicable). The TCA will call up the Candidate to complete the check-in process which include ID verification, security of personal items, and personal security check.

CANDIDATE ID VERIFICATION

This section will be covered in its entirety in the Manual, however this section will provide a brief overview of the process for the TCA to verify the Candidate's identification (with acceptable current and valid government issues ID), which is denoted on the Roster form and have the Candidate sign the roster form. The TCA will also:

- Confirm all the information denoted on the roster (name, seat number, and ID)
- Collect the signed Security Form
- Provide any materials required by the TCA Instructions sheet or the Candidate Information Bulletin (CIB) such as:
  - calculator
  - scratch paper and pencils
  - plastic overlays or exam aids
  - booklets, books, handouts, plan sets or other materials

For any items handed out, the TCA must verify/inspect that materials are free of any notes, handwritten markings, sticky notes, papers, etc. when issuing, and do the same inspection of materials when they are returned.

SECURING OF PERSONAL ITEMS

Candidates will be assigned a locker or a lockable storage bag. TCA will ask Candidate to power down all electronic devices and store them in locker/bag, along with personal items.

- *Suggested TCA Script*: "Please power off your phone and smart devices, remove large jewelry, watches, empty your pockets and ensure everything in your possession is placed in the locker (or lockable storage bag), lock the locker and retain the locker key until end of the exam."

The TCA will secure the lockable bag and retain the key and instruct the Candidate to hang the bag on the back of their chair in the test room until end of exam.

PHYSICAL SECURITY CHECK

The security check can be a difficult and awkward part of the check in process, as the TCA must ask the Candidate to submit to a physical search of their person, as required, to ensure there are no hidden notes, phones, cameras, recorders or other means that might defraud a secure test environment.

The TCA must handle themselves with professionalism and care during this time, as Candidates may already be anxious about their certifications exams and submitting to a "security search" may only add to their test anxiety.

As the pockets are emptied and personal items secured, the TCA will ask the Candidate to please step closer or to the side, so they conduct a brief security search and visual inspection:

- *Suggested TCA Script*: "As a required part of our Check-In Procedures, we must check for any possible hidden notes or devices. Would you please…"

The TCA will then ask the Candidate to do the following to ensure there are no items remaining that could possibly contain hidden notes, cheat sheets, hidden cameras, recording devices, etc.

- Roll up their sleeves or Roll down their sleeves
- Roll up their pant legs (up to the knee)
- Remove coats, jackets, and hats

A comprehensive list is provided in the Check-In section. As previously stated, the Candidate Security Check can be an awkward or uncomfortable moment for both the Candidate and the TCA, therefore when complete, it is important for the TCA to say:

"THANK YOU"
This completes our required Physical Security Check

It is our hope this will convey to the Candidate that we appreciate their patience and compliance with the required security procedures. It is important to know that if the Candidate does not submit to the required security check, they will not be permitted to sit for the exam.

SEAT ASSIGNMENT

At this point in the check in process, the TCA should have already assigned seats to Candidates on the roster or session information page, scratch paper and pencil have been issued and any additional materials that may be allowed.

Best practice on assigning seats for exams that are shorter in duration (i.e., 2/hours or less) could be assigned closer to the door of the test room – to alleviate so much movement in the room for those Candidate exams that are 2+ hours long.

Likewise, open book exams could be assigned towards the back of the room to help alleviate the shuffling noise of papers and pages, which might disturb other Candidates.

Also, the TCA should consider separating Candidates who are scheduled at the same time and taking the same exam, to ensure there is some separation from others to alleviate any potential for cheating.

These are not hard and fast rules, but suggestions for optimal test environment experiences and security.

At this point, the entire Check-In process should be complete, and the TCA is ready to move Candidates into the testing room to begin their exams.

RATIO OF PROCTOR TO CANDIDATE

The ratio of how many proctors are required to adequately service Candidates is dependent on several factors, which may vary per location, state or region, including:

- State requirements
- Client specific requirements
- Size of test center
- Number of seats per test center

In general, without any specific state and client mandates, PSI requires the ratio of proctor to Candidate will be as follows:

- Test center 12 or more seats – always require 2 proctors on duty
- Test center 12 seats or less – always require 1 proctor on duty

BEGIN THE EXAM

TCA should walk/escort the Candidate into the test room. Ask Candidate if they are comfortable using the computer and mouse. The TCA should provide any final reminders and/or instructions to Candidates. For the last instruction, the TCA will ask Candidates if they want to complete the optional sample questions (may take 5-10 minutes) on the computer; if no, advise Candidate to skip this onscreen option and begin the exam.

TEST MONITORING

The TCA will monitor the Candidates in the test room, through various means of observation, including a walk through the testing room on a consistent basis, observing from their desk or via the overview window (if applicable) and from the surveillance equipment on the administrative desk linked to the cameras and video recording systems.

- Walk Throughs – TCA will conduct a walk-through of the test center room every 10-15 minutes; some exceptions may exist (i.e., State of California requires a walk through the testing room every 5-7 minutes).

- Video Surveillance - TCA will monitor the Candidates on the video monitors or closed-circuit TV (CCTV) cameras at the administrator desk.

It is during this time of observation and monitoring that TCA must be alert to all potential issues of misconduct or cheating and manage all violations of such situations immediately.

- 🞣 <u>EQUIPMENT NOTICE</u>: *TCA's must not move, change or remove <u>any</u> of this equipment without prior approval of the Security Team. If any video recording equipment is malfunctioning, is broken, or in any way not working properly, it must be reported to the Security Team immediately.*

This also includes any computer or technical issues that TCA cannot resolve on their own. TCA may need to contact their RSS, Helpdesk or Security Team to assist as needed.

If the TCA suspects or observes any Candidate misconduct, they should be addressing it directly with the Candidate. For example:

- Candidate talking to a neighbor - TCA should walk over to the Candidate desk area and ask if they have any questions

- Candidate taking more than one break – TCA can ask the Candidate if there are any issues and if they are okay and are able to continue with the exam

Depending on the seriousness of a potential act of misconduct, the TCA should call for a Supervisor, Manager or Administrator to advise of the situation and solicit next steps to take. If the situation is obvious cheating or misconduct, the TCA may need to temporarily suspend the exam until the situation is remedied.

TEST COMPLETION

Candidates should have been instructed on what to do upon exam completion. They should end the exam, close the browser, grab their locked storage bag, and return to the lobby [quietly] to check out and for further instructions.

The TCA will ask the Candidate to wait while being checked-out in the system, and go through the entire check out process, ensuring the Candidate retrieves all personal items from the lockable storage bag or locker, and returns the lock/key.

Always have the Candidate Care Card (phone number) ready and available to give to Candidates if they have any additional questions.

Once the check-out is complete, advise Candidate of such and always end with closing remarks such as:

"Thank You, have a great Day!"

or

"Thank you for testing with PSI, have a nice day!"

PROCTORING SYSTEM INTERFACES

The TCA has several computer-based systems that are used on a daily basis to complete their proctoring role and responsibilities. The TCA must become familiar with all three systems, and depending on the version of the PSI test being administered, the TCA may need to access either one or all of the following systems:

- **GPS / Global Proctoring System**
    - Used to facilitate online PSI exams
    - https://tca.psiexams.com/portal/index.jsp

- **ATLAS / OPS / Offline Proctoring System**
    - Also known as Atlas or Atlas Proctoring System
    - Used to print Daily Rosters, Check-In/Out Candidates and session review
    - http://www.ops.com/index.jsp

- **PSI TrueTalent**
    - Formerly known as or may still be called "evm" or "Pan" Proctor console
    - Used to check in Pan and FAA AKT Candidates as well as perform I-9 Verifications
    - https://evm.vitapowered.com/ProctorConsole/Welcome.aspx

An additional area of information of great assistance is the internal (intranet) TCA Portal, or often called the Test Center "Admin Portal."

- **TCA Portal**
    - Formerly known as and may be still be called "Intranet" or "Admin Portal" or the Proctor Training center
    - Repository for TCA forms and documents; Incident Reports, DARs, links to the Candidate Information Bulletins, various Phone Lists, Supplies Order Form, Training links and other regularly used documents, such as roster cover sheets, scratch paper template, security procedures, break logs, etc.
    - http://proctor2.psionline.com/proctor2/index.asp

Welcome to PSI's Test Center Administration Portal

Link	Description
Blank Roster	Each site should print out enough blank rosters for 3 days' worth of sessions and have on hand in case there are printer/technical issues.
CANDIDATE BREAK LOG	Any candidate that leaves the test center to take a restroom break or to stretch or for any reason, **MUST** sign this form. The proctor must document the times. Breaks may **NOT** exceed 5 minutes. Call a supervisor if a candidate has not returned after 5 minutes.
Candidate Resources	Use this link to find helpful Candidate Forms
CHECK IN SPEECHES	Sites with locker bags- **ALL** proctors must read this check-in speech to candidates. It explains our exam security policy and will also PSI to provide information to candidates with consistency and uniformity from test center to test center. This speech is for sites with locker bags.
CIB Lookup by Program	Use this link to look up current candidate information bulletins
CIB Lookup by Test Name	Use this link to look up current candidate information bulletins

CHECK EMAILS AND OTHER SPECIAL INSTRUCTIONS

At the start of each day / shift, the TCA should log in to the PSI TrueTalent proctor console:

TCA is required to read, review and acknowledge updates and messages as they contain pertinent information to the proctoring of exams, updates from clients., etc.

The updates also include recommended refresher trainings requiring completion.

As Candidates are not restricted to any specific test center to complete certification exams, it is for this reason TCA's must be familiar with the administration process of ALL exams scheduled and provide the necessary accommodations to complete the Candidate's assigned tests.

PSI TRUE TALENT (Proctor Console)

PSI Services have several clients with a variety of services and the TrueTalent (proctor console) system is a test platform dedicated to the delivery of exams for those various clients. Some functionality of the proctor console include:

Test administration guidelines are housed with the True Talent proctor console platform.

Site specific exam seating is coordinated through the True Talent platform to ensure PSI is adequately reserving space to service designated candidates on any given day.

TCA's can also view the specific exams and material requirements by accessing the True Talent platform daily.

ATLAS - DAILY ROSTER AND SIGN-IN SHEET

The roster contains a list of Candidates scheduled to test for a specific session on each day. TCA will use the daily roster to check-in Candidates upon arrival.

Log in Atlas, the Offline Proctoring System [OPS] by clicking on the proctor icon on the computer desktop (sample icon shown), which will open the Login screen:
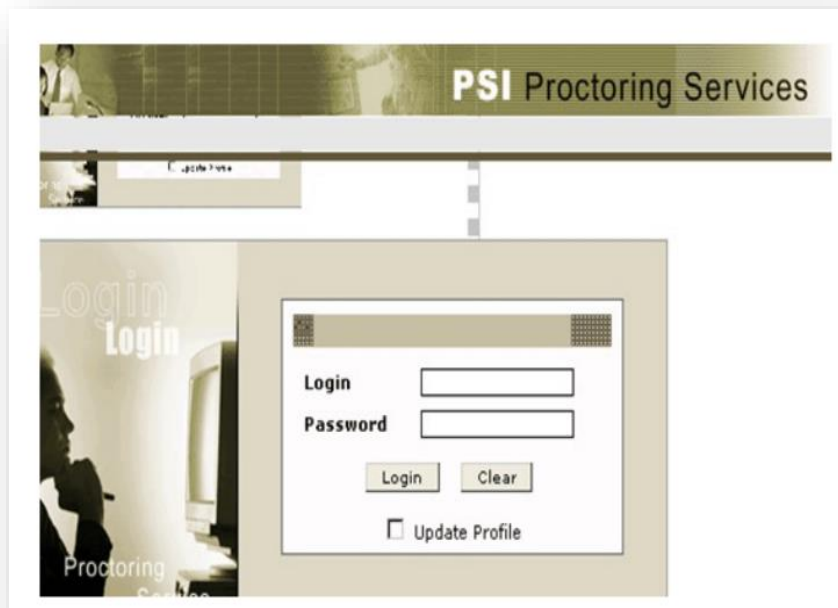
Type in the Login and Password, and then click on Login.
First time users, will need to select the Update Profile checkbox before logging in.

Note: the proctor server or computer must remain turned ON at all times, and should never be turned off or restarted without first contact the Exam Services Technical support team [ESTech].

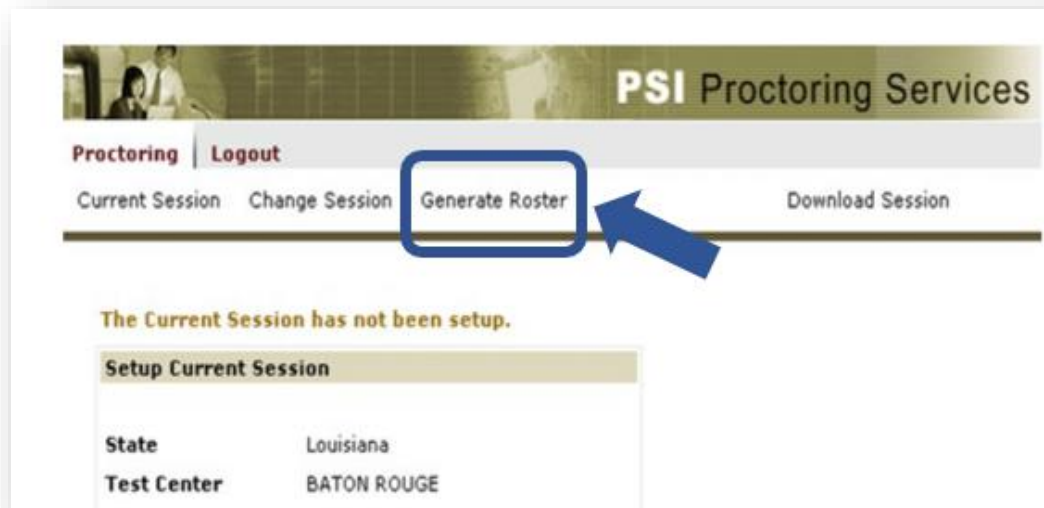To get started, Click on the Proctor drop down arrow and then click on "**Generate Roster**" from the main proctor screen

DAILY EXAM ROSTER

The Test Center Administrator is the custodian of the official Candidate roster, which contains the original signatures of the Candidates who have taken the examination after having provided positive proof of identification in accordance with this procedure. The roster is important to maintain because:

- It is the official log entry for all candidates who took the examination

- It is the official record of all examinations administered at the test center

Shown in the example below is a copy of the printed roster for the day, with details completed for TCA Name, Test Site and the Name of Each Candidate scheduled for the day.

Test Center Administrators should draw one line through any mistakes and place their initials immediately after and make any corrections carefully.

The form of identification used to verify each Candidate's ID is recorded on the PSI Test Center roster.

- Clearly identify the type of the identifications provided (e.g., driver's license and debit card)
- Do not record the actual identification number, only the type of identification presented

PSI EXAMINATION SERVICES

Examination Roster

Test Date : 05/18/2020   Proctor : Valerie Johnson

Session : 9:00 AM - 10:00 AM   Session # : 5434809   Test Center : ARLINGTON (2401 E

☐ DAR Complete

ID	Candidate Name	Seat	Test Form	Test Mode	Extended Time
12345678	Bustillos, Ant Boy			Computer	0

Exam : Federal Aviation Administration (FAA) Air Traffic Skills Assessment (ATSA)

# of IDs needed:_____   Examinee Signature:_____

Open/Closed book:_____   Figure Booklet/Plan Set:_____

Locker Key/Bag Returned:_____   Proctor Verification:_____

ID	Candidate Name	Seat	Test Form	Test Mode	Extended Time
XXX XX 7891	FUGATE, BROOKIE			Computer / Paper & Pencil	0

Exam : Therapist Multiple-Choice Examination (NBRC)

# of IDs needed:_____   Examinee Signature:_____

Open/Closed book:_____   Figure Booklet/Plan Set:_____

Locker Key/Bag Returned:_____   Proctor Verification:_____

ID	Candidate Name	Seat	Test Form	Test Mode	Extended Time
76543210	Ground, Breakin			Computer	0

Exam : Federal Aviation Administration (FAA) Air Traffic Skills Assessment (ATSA)

# of IDs needed:_____   Examinee Signature:_____

Open/Closed book:_____   Figure Booklet/Plan Set:_____

Locker Key/Bag Returned:_____   Proctor Verification:_____

BLANK ROSTER

Shown in the example below is a copy of a blank roster. TCA's should also have several copies of the blank roster printed and in a folder. Each site should print out enough blank rosters to accommodate several days of sessions and have on hand, just in case there are printer/technical issues.

PSI EXAMINATION SERVICES

Examination Roster

Test Date : _____   Proctor : _____

Session Time : _____   Session # : _____   Test Center : _____

☐ DAR Complete

ID	Candidate Name	Seat	Test Form	Test Mode	Extended Time

_____   _____   ____   ☐ Computer
                                                            ☐ Paper/Pencil
Exam : _____

- # of IDs needed:_____   Examinee Signature:_____
- Open/Closed book:_____   Figure Booklet/Plan Set:_____
- Locker Key/Bag Returned:_____   Proctor Verification:_____

_____   _____   ____   ☐ Computer
                                                            ☐ Paper/Pencil
Exam : _____

- # of IDs needed:_____   Examinee Signature:_____
- Open/Closed book:_____   Figure Booklet/Plan Set:_____
- Locker Key/Bag Returned:_____   Proctor Verification:_____

_____   _____   ____   ☐ Computer
                                                            ☐ Paper/Pencil
Exam : _____

- # of IDs needed:_____   Examinee Signature:_____
- Open/Closed book:_____   Figure Booklet/Plan Set:_____
- Locker Key/Bag Returned:_____   Proctor Verification:_____

PAGE _____ OF _____

See Appendix D – PSI Blank Roster

RETENTION AND RETURN POLICY

The rosters are confidential documents with Candidate personal information and must be secured at the end of each business day in a file, in a locked file cabinet.

TCA's are required to keep the rosters organized and appropriately filed in folders. It is recommended to label five (5) weekly folders, as some months do have five weeks:

<div align="center">Week 1 - Week 2 - Week 3 - Week 4 – Week 5</div>

All daily rosters completed and stapled to it should be all supporting documents.

 stapled to it, shall be preserved in its respective weekly folder.

The contents are mailed back to the Olathe, Kansas office on a monthly basis, one week of rosters (and documents) per envelope, with header sheet (cover page) with the following:

<div align="center">

From: TCA Name
Test Center # and City/State
Week of <u>(insert date)</u>

</div>

Rosters can be bulk shipped with two weeks of content per mail envelope package and shipped regular or 2-day via the company required shipping company (UPS, FedEx, etc.).

The TCA should refer to their Regional Site Supervisor on the frequency of mailing back the contents to the Olathe office for storage.

There may be different requirements for smaller sites (with fewer rosters and supporting documents), than for larger test center sites (with a higher volume of rosters and supporting documents). Mail all content to:

<div align="center">

PSI Services
Attn: Roster Return / Julie Kirk
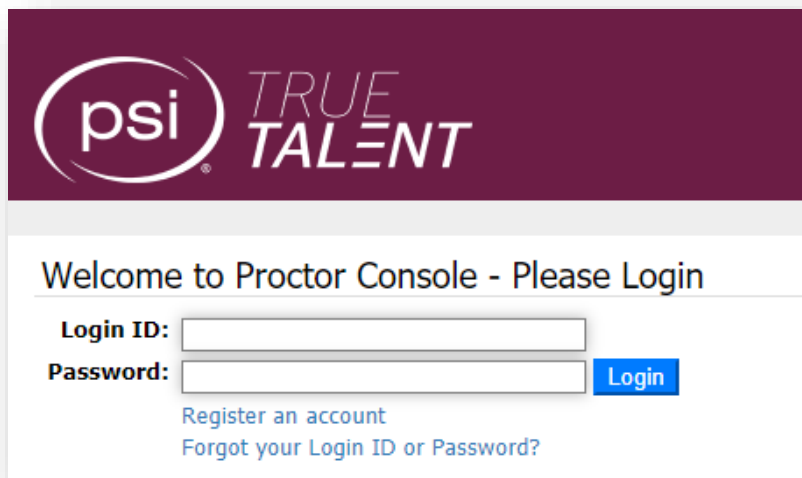18000 W. 105 St.
Olathe, Kansas 66061

</div>

LOGIN TO PSI TRUE TALENT

TrueTalent serves as a test platform dedicated to the delivery of exams for various clients.

Within this system, are the seat assignment reservations are coordinated to ensure adequate reserved space to check in and service Candidates, the Test Administration Guidelines, Incident Reports and other reporting.

TCA's can view the specific exams and material requirements by accessing the True Talent platform daily.   Login to PSI TrueTalent to access the proctor console by logging onto:

1. Proctor Console URL: https://evm.vitapowered.com/proctorconsole/

2. Enter Login ID and Password

   - Login and password are case sensitive and must be entered exactly as created

   - Locked Out – account will be locked out after three (3) unsuccessful attempts

   - If Locked Out – contact your RSS, if unavailable, contact Tech Support Helpdesk

3. The Welcome Screen will appear

Note: for all first-time users or a new employee, must first Register an account. Please complete all information listed, all fields are required.

New User Registration

All fields are required.

First Name:	
Middle Name:	
Last Name:	
Work Phone Number:	
Postal Code:	
Country:	United States
Work Email Address:	
Verify Work Email Address:	

Login ID: *

Password: *

Verify Password:

Security Question: Select a Question

(You will be asked this question if you ask for help if you forget your password. It will be case sensitive)

Answer:

Requested Access: ○ Resource Administrator ○ Proctor ○ Other

Submit   Cancel
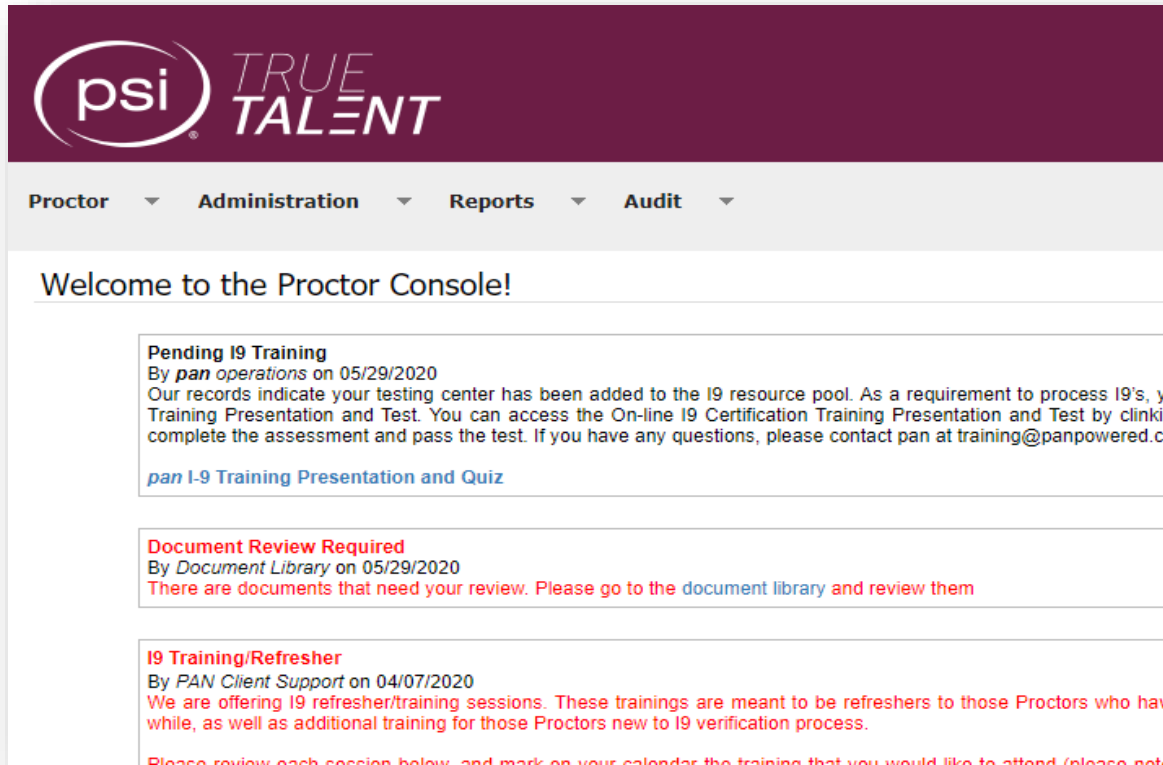
WHAT TO CHECK FOR:

There may be messages or announcements pertinent and applicable to exams scheduled for your site or client.

Always make sure to do a quick check for any Documents Review Required.

If there are any action items or training to be completed, set a reminder to come back and complete AFTER all Candidates have been checked in and are in the testing center, or when time is appropriate.

TCA is expected to stay current on all updates by reading through all announcements and messages for the day.

TEST WEBCAM AND SCANNER

It is important to ensure all systems are operational before the first Candidate arrives. To continue with the startup process, TCA should always check the systems/tools.

To get started, click on the Proctor drop down arrow and first select Test Your Web Cam and follow the steps. Next select Test Your Scanner and follow the steps. This ensures both are operational and in good working order before the first Candidate arrives for the day.
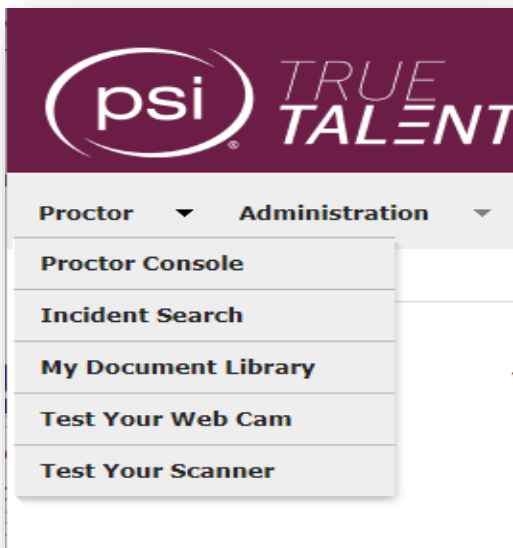
CHECK IN PROCEDURE

Once logged in, navigate to the Proctor Console to Check-in the Applicant
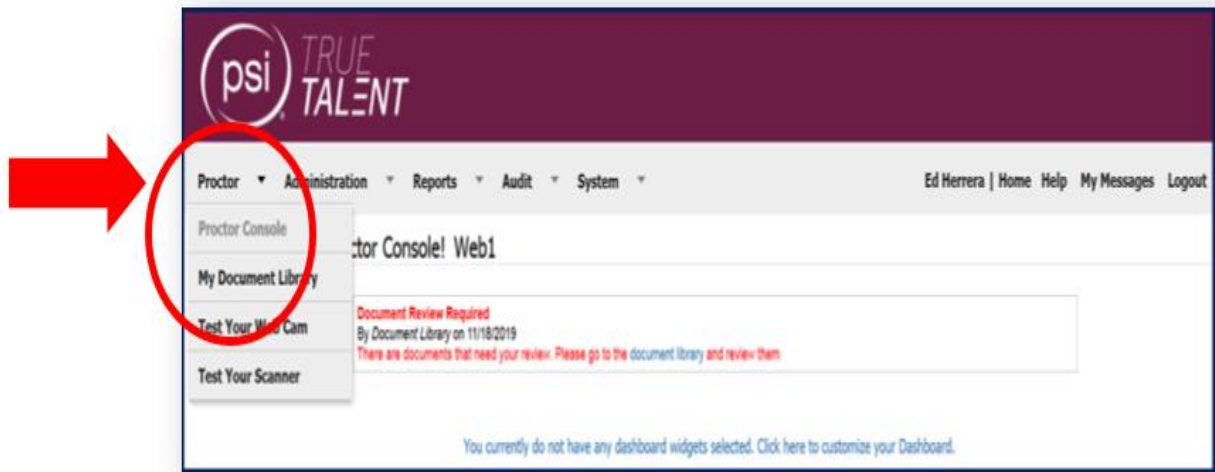
NEXT STEP:

1. Use drop down box to "Select a Center"

2. Enter the Date Range [current date -to- current date]

3. Status: "Active" and click on SUBMIT

NEXT STEP:

Select Applicant [check box] and click on Name
Review Applicant information, appointment and confirm number of attempts
[i.e., 1st attempt or a retake]

Number of Attempts: "1"
Any number over 1 indicates a retake

AUTOMATED EMAIL NOTIFICATION

An automated email notification will be sent from PSI TrueTalent on a daily basis listing any outstanding seat requests that one or several of your centers may accommodate.

If your test center is able to accommodate the seat request to accommodate a tester but not on the requested dates please reply to the automated email with the date and time the tester will be accommodated and if the time block has been added to the pan Proctor Console.

There may be times when the center is not be able to accommodate the exact time and date requested. When this is the case, please provide the next available date and time the center is able to accommodate.

Candidates are advised that the date and time they request may not be the date and time available.

Always generate the roster the day of the exam, not the night before.

STEP BY STEP - CANDIDATE CHECK IN PROCESS

Until the Candidate appears at the test center, almost all other dealings with PSI have been through electronic, telephonic or paperwork procedures (i.e., prescreening, application, registration, scheduling).

The TCA is likely to be the only PSI employee the Candidate will ever meet. Most people have some form of test anxiety, and we want to make the exam experience as pleasant and stress-free as possible and it all starts with a courteous greeting from a professional TCA.

Overall test administration begins when the Candidate arrives on premises. Upon arrival, greet the Candidate as soon as they walk through the door, even if assisting someone else. Welcome the Candidate by saying:

<div align="center">

"Hello and Welcome to PSI! Are you scheduled for an exam today?"

</div>

- *If they are a scheduled Candidate:* proceed with asking them to sign the roster for check-in and ask for them to provide you with identification, as required per exam and give them the New Security form to read, sign and date

- *If they are not a Candidate*, ask if they are there for an I-9 Verification, or if they are a guest auditor, then proceed accordingly

IDENTIFICATION VALIDATION CHECK

The TCA is the gatekeeper to safeguard examination security. The TCA must verify the identity of the person who shows up at the test center by requesting a valid photo identification. It must be a valid (not expired), government issued identification, to include their full name and signature (except for Japan). If not valid, it is not an acceptable form.

- PSI does not acceptable temporary ID [e.g. temporary driver's license] for acceptable ID

Typically, the identification process is routine. However, be alert to the possibility of deceit and attempted misrepresentation. Does the person on the Identification match the person standing in front of you?

- If Candidate does not resemble the picture on the ID, ask for another form of ID
- If there are any doubts about the validity of the ID or Candidate, do not admit the Candidate to sit for the exam and submit an Incident Report
- If Candidate requires a secondary form if ID, any ID that meets the primary form requirements is the same requirement for secondary ID

Acceptable Forms of Identification

ALL APPLICANTS (required)	PRIMARY ID (required)	SECONDARY ID (if applicable)
Must be: • Current and • Valid (not expired) Must include: • Photo • Date of Birth • Physical Residential Address • Signature	Government Issued: • Driver's License • Identification Card • Passport • Residency Card	Government Issued: • Passport • School ID Card • Credit Card or Bank Card[*] *Card must already be signed in advance*

In some cases, a secondary ID can be any of the following forms of valid identification:

✓ Passport
✓ State Issues Identification Card
✓ Credit card or Bank debit card – *which must be signed in advance of showing the ID*

All must have name and signature and if the ID's for either does not match, Candidate will not be permitted to test. Proper validation of identity be so strict, because it more common and easier to get a fake driver's license, than fake credit card. The TCA role is to protect the integrity of the certification process, and proper identification is paramount to success of the process.

PERSONAL AND PICTURE MATCH

It must be noted that physical features change occasionally, and a Candidate's current appearance may differ from a photograph only weeks or months old. These changes can be due to change in hair color and length or no hair at all, and gender change.

Test Center Administrators should study facial features such as shape of nose, shape of face, size of mouth, and position of eyes.

If matching the Candidate to a physical description rather than a picture, pay close attention to the individual's height, age, weight, and eye color, noting again that hair color may change.

Although weight may also change it should not differ dramatically from the description.

SUSPICIOUS OR UNAPPROVED IDENTIFICATION

FALSE IDENTIFICATION

False identification and misrepresentation to gain unauthorized access to examination information is a felony and carries maximum criminal penalties under both State and Federal law.

- If the name on the CD identification does not match exactly with the name in the system, please consult the name discrepancy guideline for the exam

- See Appendix for "How to Spot a Fake ID"

NO IDENTIFICATION

If a Candidate arrives without appropriate identification, the Test Center Administrator should verify if the Candidate is able to produce the identification required before dismissing the Candidate. The Test Center Administrator must also document the occurrence with an Incident Report detailing the types of identification the Candidate produced versus what was required.

VERIFY SIGNATURE – SIGN ROSTER

After the TCA has sufficiently verified the Candidate's identification, next confirm on the Daily Roster that the Candidate is scheduled for the current date and time. After confirmation, Candidate should sign the roster and the TCA verifies the signature with the identification provided.

- The Test Center Administrator should also document the form of identification reviewed on the roster
- Test Center Administrator must return the candidates government-issued ID card after the candidates' identity has been verified
- The form of identification used to verify each candidate's ID is recorded on the PSI Test Center roster. Clearly identify the type of the identifications provided, e.g., driver's license and debit card (do not record the identification #'s just the type of identification presented)

*** Important: If a candidate refuses to sign the roster, or does not have a
Pre-licensing Education Completion Certificate (when needed)
Candidate will not be permitted to take the examination*

SECURE PERSONAL ITEMS AND SECURITY CHECK

Next, communicate to the Candidate they will need to secure all of their personal belongings before entering the testing room. Shown below is a suggested script to utilize during check in process.

- *Suggested TCA Script*: You will need to secure all personal items in an assigned locker or a lockable storage bag, as no personal items of any kind are allowed in the testing center

- *Suggested TCA Script*: Will you please empty pockets of ALL personal belongings, including wallet, purse, backpack, all electronic devices, including tablets, smart watch, smart glasses, cell phones with the phone powered off, car keys, jackets, and hats – all must be secured. Thank you!
  ** Exceptions must be previously communicated and approved, e.g., glucose monitor

Most PSI Test Centers are equipped with either locker units, with lock and keys or the red PSI lockable security storage bags for Candidate to secure their personal items during the exam.

- The TCA will assign the Candidate a locker unit number for their items. The Candidate will secure all their respective items in the locker, lock the unit and keep the key on their person during the exam. The TCA has no access to the lockers or the key.

All sites are equipped with lockable storage bags, the zipper has the lock built into it. Each bag has a number attached to it, matching the numbered test stations. There will be a key attached for each bag (however they are universal and will work with any bag). TCA must store any extra keys in a safe place.

LOCKABLE STORAGE BAG

After the Candidate has been checked-in, offer the usage of a locker bag for their personal items. If they choose to use one:

- Offer to hold the bag open with both hands and ask that they place their personal items inside the bag

- TCA will then zip the bag shut, which will lock it. TCA should double check the bag is locked by trying to open it once zipped closed

- If able to open it, simply use the key to lock the bag securely

- Hand the bag to the candidate and instruct them to fasten the bag to the back of the chair for the duration of their exam

- Advise Candidate the number on the bag corresponds to the seat they have been assigned to

If the Candidate chooses <u>not</u> to use the locker bag or a locker (if available), then they are required to store their prohibited personal items outside the PSI testing facility, at their own risk.

If the lock brakes on the bag, the Candidate must notify the TCA immediately, who will notify security and in view of the surveillance camera open the bag to remove Candidate's items and assign a new one.

When the Candidate finishes the examination, they will bring the bag out of the testing center with them back to the lobby area to begin check-out process.

The TCA will unlock the bag and hold open while the Candidate to retrieve their personal items.

The TCA should verify all items have been removed (shake the bag upside down on the desk) to ensure no items remain inside.

If the Candidate was using a locker, the TCA will ask them to double check before leaving to ensure they have emptied the locker of all personal items, returned the lock and key on the locker unit or with the TCA.

SPECIAL INSTRUCTION OR ACCOMMODATIONS

Special Instructions and/or Exam Accommodations are emailed to the TCA and Supervisor in advance of test date to ensure the administering site is properly notified and prepared in advance of Candidate arrival.

Before the session begins, the TCA must check for emails (or faxes) for additional information concerning the exams of individuals who have received authorization for exam accommodations.

- The details of such exams will be covered on a case-by-case basis with the Exam Accommodations department and approvals will be emailed to the Regional Site Supervisor (RSS) and TCA.

If a Candidate arrives requesting an accommodation and the TCA does not have that information readily available, they should follow these steps:

1) Check their emails for the information
2) Contact their Regional Site Supervisor
3) Email the examaccommodations@psionline.com

Test Center Administrators may also receive notification concerning any instructions from the Candidate Services department relative to the day's operations or routine procedures. Appropriate instructions will be provided as needed.

SECURITY CHECK

After the Candidate secures their personal items, TCA explains to the Candidate they will need to undergo _a brief security check of their person to ensure no items are hidden there_, and they will need to empty all pockets and turn them outward, roll up their sleeves and pants, show their arms, in addition to check these areas:

- Clothing items with pockets - pockets must be turned inside out and must be empty
- For back pockets (that do not pull out) - conduct a visual inspection of the pockets – must be empty
- If wearing long sleeves, ask to roll up sleeves to the elbow to ensure no writing on the wrists
- If wearing long pans, please ask CD to raise pant leg to see entire leg area, up to the top of the socks – ensure CD has no cell phone or other items concealed in this area
- Baseball caps, sunglasses must be removed
- Coats and Jackets must be removed if it is outerwear, however, if a jacket or hoodie is part of an outfit it will be checked, but can remain on
- Religious headwear and other items
- Conduct a visual inspection there is nothing in or around the ear

The proper screening of Candidates and the Security Check can be difficult task for the Test Center Administrator; however, it is a necessary step in maintaining the integrity and security of the certifications.

- _Suggested TCA Script_: "As a required part of our Check-In Procedures, we must check for any possible hidden notes or devices. Would you please...

    - turn your trouser and shirt pockets inside out

    - turn around to check back pockets _(to ensure no papers in pockets)_

    - show the tie and the tie pin _(for possible hidden recorders)_

    - roll up pant legs to the top of socks _(for possible hidden cell phone)_

    - roll up sleeves _(ensure no writing is visible on the forearms)_

    - if sleeves are folded, must unfold sleeves _(to check for cheat sheets/notes)_

    - remove glasses _(to check for Bluetooth or camera device_) no glass cases allowed

    - remove large jewelry and all watches _(small bracelets/necklaces are allowed)_

The personal security check can be a challenging moment, for both the Candidate and the Proctor, therefore, once the check is complete, it is important for the TCA to say to the Candidate:

"THANK YOU"
that completes our required security check, I appreciate your patience

This lets the Candidate know we appreciate their patience and complying with required security procedures.

FINAL STEPS FOR CANDIDATE CHECK-IN PROCESS

Complete the online check in process using your OPS or GPS system. Depending on your system and rules, you may require fingerprint scan or photo.

- ✓ If Candidate is allowed reference material, please review
- ✓ If Candidate is allowed calculator, please review
- ✓ Issue the CD scratch paper and pencil, if allowed

Depending on your center or size of your staff, Candidate may be asked to take a seat in the lobby and wait a few additional minutes before heading into the test room. This will allow the TCA to check-in any other Candidates waiting and then proceed to the testing room with all the Candidates completely checked-in, which also allows for the TCA to communicate to the entire Candidate group any final instructions once inside the testing room.

Before entering the test room, TCA should tell the Candidate(s):

" If I find anything on your person, you may not be allowed to test. please take any remaining items on your person to your locker/lockable storage unit at this time"

The following items are not permitted:

- Handbag, purse, briefcase, backpack
- Headphones, earbuds, earplugs, other electronics
- Books, notebooks, notes, or sticky notes
- Graphing Calculators
- Food, Drinks, Gum or Candy
- Smoking or vaping

See the chart for a comprehensive list of prohibited items.

Prohibited Items		
Electronic Items	**Study Materials**	**Other Items**
Mobile Phones	Text Books	Fire Arms and Knives
MP3 Players & Digital Cameras	Notes and Bus/Rail Tickets	Watches and Personal keys
Smart glasses, Pen drives and Bluetooth devices	Notepads	Bag packs, Suitcases, Handbags, Food and Water bottle
Handsfree and Earphones	Personal Stationery	Jackets, Scarfs, Coats and hoodies
Personal Noise Cancellation Devices	Calculators (unless specified for the exam)	Pictures and idols of religious deities
Laptops and Mobile Tablets	Any other written or printed material	Baseball Caps, hats & Sunglasses

Exceptions to the Prohibited Items list are: religious headwear allowed to be worn for the duration of exam.

RELIGIOUS APPAREL AND CULTURAL ITEMS

Religious apparel - Articles of clothing worn as part of the doctrinal or traditional observance of the religious faith practiced by an adherent.

Examples of religious apparel may include but are not limited some of the following items:

- Habit: a garment worn by members of Christian religious orders (normally a tunic worn with scapular and cowl, hood or veil)
- Hijab: a head, face or body covering worn by Muslim women, which may range from a head covering or scarf to a full burqa (burka) covering the entire body
- Kippah (or Yarmulke): a rounded skullcap worn by Jewish men and women
- Kufi (or Doppa): a rounded skullcap worn by Muslim men
- Turban: a headdress consisting of a long scarf wound round the head worn by peoples of various cultures, typically Muslims and Sikhs

The role of the TCA is to protect the integrity of all exams and the credibility of the exam being taken. The religious item in question should be observed from an appropriate professional distance to determine that it is not being used to conceal notes or other prohibited materials.

The TCA should visually examine the item without directly touching it or the Candidate and without asking the Candidate to remove or unwrap any apparel items.

Items that are considered religious apparel must be worn in the testing room after they are visually inspected and should not be removed

_____

If a Candidate identifies an item of clothing as religious apparel it must be treated as such and the item must not be denied

If something is in question, kindly ask the Candidate to show it again; the TCA can also ask a co-worker for their opinion and/or assistance.

Remember to never single out a Candidate in any matter due to their attire.

All Candidates should be treated respectfully and in the same manner.

Ensure that the security requirements for successful admission are followed for all Candidates.

- *Suggested TCA Script*: I apologize for any inconveniences, however, due to new security policies I am now required to request that you pull up your sleeves, pants legs, and turn out your pockets. Thank you.

It may not always be immediately clear whether an item of clothing is considered religious apparel. There may be types of religious apparel that do not appear on the previous list.

You are not allowed to deny the item if it is identified as religious apparel. You should ensure that an Incident Report is created, and you provide close and constant supervision.

_____

*** IMPORTANT ***
Under no circumstance should any Candidate be asked to remove an item of religious apparel for inspection

_____

The exception would be unless upon direct visual observation there is strong visual evidence that a prohibited item is concealed in it, such as prohibited items, the TCA should contact supervisory support immediately.

SECURITY CHECK - JEWELRY

Jewelry and other items bearing religious inscriptions or otherwise indicating religious affiliations are not considered religious apparel and are always subject to the standard clothing and jewelry restrictions.

Candidates should place these items in the lockers or lockable storage unit.

If the Candidate refuses to do so after being asked, they are allowed, but an Incident Report should be created.

If possible, have a coworker witness the Candidate's behavior and add their name as a witness to the Incident Report.

SECURITY CHECK - TATTOOS

A brief visual inspection permanent tattoos and henna tattoos is acceptable without directly touching the Candidate.

It is not necessary to create a case for tattoos unless Candidate misconduct is suspected.

SECURITY CHECK - WHAT NOT TO SAY

PSI is committed to promoting equal opportunities to all candidates. PSI respects and values the diversity of our Candidates and strive to create a positive environment where Candidates are treated with dignity and respect.

PSI will challenge any instance of inequality and will anticipate and respond positively to different needs and circumstances so that all Candidates can achieve their full potential.

Therefore, as a final precaution to the personal security check, the TCA should never ask the Candidate questions about their:

- Age
- Race
- Gender Assignment
- Sexual Orientation
- Religion or Belief
- Legal status
- Marital or Civil Partnership Status

For additional information, refer to the PSI Equality Policy in Section 3 of this Manual.

At this point, the entire Check-In process should be complete, and the TCA is ready to move Candidates into the testing room to begin their exams.

BEGIN THE EXAM

TCA should walk/escort the Candidate into the test room. Ask Candidate if they are comfortable using the computer and mouse. Ask if they want to go through the sample questions [up to 10-15 minutes, only if needed] and advise Candidate to continue and begin the exam.

In the test center room, the TCA should provide any final reminders and/or instructions to Candidates. Some reminders are listed here, but are not limited to the following:

- ✓ breaks are allowed, up to five (5) minutes
- ✓ must sign out and sign back in for breaks
- ✓ basic computer instructions
- ✓ step outside the room to ask the proctor a question
- ✓ no talking, muttering, humming, singing, or other noises that could disturb others
- ✓ upon exam completion, close browser, retrieve lock bag and return to the lobby

TEST MONITORING

The TCA will monitor the Candidates in the test room, through various means of observation, including a walk through the testing room on a consistent basis, observing from their desk or via the overview window (if applicable) and from the surveillance equipment on the administrative desk linked to the cameras and video recording systems.

- Walk Throughs – TCA will conduct a walk-through of the test center room every 10-15 minutes; some exceptions may exist (i.e., State of California requires a walk through the testing room every 5-7 minutes).

- Video Surveillance TCA will monitor the Candidates on the video monitors or closed-circuit TV (CCTV) cameras at the administrator desk.

It is during this time of observation and monitoring that TCA must be alert to any and all potential issues of misconduct or cheating and manage any and all violations of such situations immediately.

- 🔸 EQUIPMENT NOTICE: *TCA's must not move, change or remove any of this equipment without prior approval of the Security Team. If any video recording equipment is malfunctioning, is broken, or in any way not working properly, it must be reported to the Security Team immediately.*

This also includes any computer or technical issues that TCA cannot resolve on their own. TCA may need to contact their RSS, Helpdesk or Security Team to assist as needed.

TEST MONITORING - CHECKLIST

- ✓ Observe all Candidates at all times

- ✓ Never single out any one person

- ✓ Answer general questions Candidate may have

- ✓ Quietly and slowly walk through the area [observing] every 5-10 minutes

- ✓ No one should be talking inside the room

- ✓ Monitor noise levels external to the room [lobby and check in area]

- ✓ Document break times for every Candidate, check out / check back in

- ✓ Candidate should not take a break longer than five (5) minutes

- ✓ Candidate should not take more than one (1) break

- ✓ Candidate should not leave the area or building

WATCH OUTS DURING WALK-THROUGHS

- Written notes not part of the scratch paper

- Accessing a prohibited device [e.g., cell phone, tablet]

- Looking at another Candidate's screen

- Candidates talking to each other

- Extended break times

- Too many or frequent breaks

- Looking at ankles or shoes

- Profuse sweating

If the TCA suspects or observes any Candidate misconduct, they should be addressing it directly with the Candidate. If the Candidate is talking to a neighbor, the TCA should walk over to the Candidate desk area and ask if they have any questions. If the Candidate is taking more than one break, the TCA could ask the Candidate if there are any issues and if they are able to continue with the exam.

Depending on the seriousness of a potential act of misconduct, the TCA should call for a Supervisor, Manager or Administrator to advise of the situation and solicit next steps to take. If the situation is obvious cheating or misconduct, the TCA may need to temporarily suspend the exam until the situation is remedied.

CHEATING AND OTHER POTENTIAL MISCONDUCT

Depending on the seriousness of a potential act of misconduct:

- TCA should immediately ask the Candidate to stop/pause/suspend the exam and quietly step out to the lobby or check in area to speak with them

*_NOTE_: Never accuse any Candidate directly of cheating inside the room, even if they are caught with notes or a cell phone; always take the conversation out of the testing room to the lobby or check in area for respecting the privacy of the Candidate._

- TCA should immediately call for a Supervisor / Manager to advise of the situation

Based on the findings after questioning the Candidate, the TCA (and supervisor) will decide if the Candidate will be allowed to return to the test room and complete the exam, or if the exam will be terminated and the Candidate will be asked to leave, and contact Candidate Care for further instructions and next steps.

"DON'T DO THIS" - CHECKLIST

- ✓ Make any exceptions for those without proper identification

- ✓ Allow late arrivals, past the grace period time, to sit for the exam

- ✓ Provide any exam criteria information

- ✓ Offer any opinions regarding exam questions

- ✓ Leave the exam room unattended at any time

- ✓ Come across too personal, playful or unprofessional

- ✓ Make too much noise walking through the room

- ✓ Wear too much cologne or perfume

ADMINISTRATIVE WORK

Multi-tasking and completing minor administrative duties can be completed during this time. Test monitoring must remain the main focus during exam time, however, the TCA can also take advantage of this time to begin administrative paperwork, compiling documentation and filing of paperwork in the required work week folder.

TEST COMPLETION

Candidate should have been instructed on what to do upon exam completion. They should end the exam, close the browser, grab their locked storage bag, and return to the lobby [quietly] to check out and for further instructions.

CANDIDATE CHECK-OUT PROCESS

Upon exam completion, the Proctor may complete one or more of the following post exam steps when checking out the Candidate. These steps may vary according to Client specifications:

Computer Close Out - The Proctor may need to assist the Candidate with exam close out, browser close out, or reviewing on-screen results that may be displayed after exam completion. The Proctor will ask the Candidate to accompany them back to the lobby for the brief check-out process.

Collect Materials - All allowable and approved by Client materials will be collected at the end of the exam. Retrieve their scratch paper first and store it away from the Admin check out desk area. This should also include rosters, which should never be left out on the desk.

"Information security should remain intact and firm even at this juncture"

Collect all reference materials and guide the Candidate to the appropriate check-out area. Inspect all reference material before printing the score report.

- ✓ These materials may include books and booklets, calculators, scratch paper, plastic overlays, power wheel, plant set and/or pencils
- ✓ Inspect reference books for unauthorized writing and/or highlighting that may have occurred during the exam
- ✓ Check/reset calculators to ensure no notes have been added
- ✓ Check the testing station for any reference materials left or possible security violations (unauthorized notes, etc.)
- ✓ If applicable, prepare printer for score/license processing

Print Forms - The Proctor will provide the Candidate any applicable forms, which may include: a test score report, completion report or further instructions to be printed out and given to the Candidate.
   a) Score Reports - The Proctor will print on PSI paper and distribute the document to the Candidate

b) <u>Completion Reports</u> - The Proctor will print and distribute document to the Candidate, advising the Candidate they should receive an email with a Pass/Fail or Score within 1-2 business days (or whatever time frame is designated by the Client);

c) <u>Post Test Instructions</u> - The Proctor will print on PSI paper and distribute the document to the Candidate

If the Candidate has any additional questions, Proctor will provide Candidate with the PSI Candidate Care card, which includes the PSI phone number and email contact information; advise Candidate to direct all questions to the PSI Candidate Care department.

Retrieve Locker Items - The Candidate will ensure all personal items are retrieved from the lockable storage unit and return to the Proctor. Confirm the Candidate has retrieved all their personal belongings. If they are using a locker, confirm lock and locker are returned before they leave.

Sign Out - On the Daily Candidate Log Sheet, the Candidate will logout with the current time. If applicable, process fingerprinting services after they've been checked out.

Conclude Appointment - Once check-out is complete, advise Candidate of such and always end with closing remarks such as:

"Thank You, have a great Day!"
or
"Thank you for testing with PSI, have a nice day!"

SESSION END – CHECKLIST

✓ Clean and reset testing stations

✓ Close browser page and open a new one for the next Candidate

✓ Wipe down, sanitize stations and equipment

✓ Replenish earplugs

✓ Prepare session information document for next session

✓ Complete applicable Incident Reports [IRs] that were notated during exam

✓ Perform applicable restroom sweeps to ensure clean and no notes left behind

END OF DAY ADMINISTRATION

Once the last Candidate is completed and exams are done for the day, the TCA has end of day duties complete. The TCA will complete:

END OF DAY CHECKLIST

- Collection of test materials, supplies and booklets
- Formal check on the testing room
- Ensure all exams and browsers have been closed
- Quick check to see if there is any missing or broken equipment
- Pick up any leftover items
- Formal check over the lobby waiting area
- Formal check of the restroom facilities
- Formal check of the lockers or lockable storage bags
- Ensure DVR recordings are saved for the day
- Secure and lock file cabinets, desks and doors
- Complete all administrative paperwork, Incident Reports and daily attendance

The TCA can check the rosters for next day and rest of week to ensure proper staffing for the week, however, do not print out rosters until the actual day of the exam as they are subject to change.

OTHER DUTIES

In addition to the regular end of day duties noted, from time to time, the TCA will have other office duties that may include:

- Check and maintain office supplies and test materials inventory
- Check the all equipment to ensure it remains in good working order
- Inspect and submit repair requests for all security recording equipment
- Inspect and request replacement of worn test center monitors, keyboards, chairs
- Remove tattered and outdated items (key rings, locker bags, clipboards, etc.)
- Remove non-PSI brand posters, wall signs, cups, pens, notebooks

SECTION 5 – TROUBLE SHOOTING TECHNICAL ISSUES

Technical issues will often arise that even the trained TCA cannot resolve on their own, and the PSI Internal Help Desk is staffed, ready, willing and able to assist the TCA and the Candidate to get them operational as quickly and possible.

We are all part of ONE PSI and the Help Desk counts on you to be their eyes on the ground.

When calling the Help Desk, please be prepared to answer a series of questions, so the Help Desk technician can assist accurately. Their questions will help to diagnose the issue to determine the problem, not to question whether you have done your job to administer basic troubleshooting techniques.

As always, remain calm, courteous and professional in providing all the information needed and requested.

Listening carefully and provide accurate information to the best of your ability, as the initial question and answers is a critical part of the diagnosis process.

TIPS TO A SUCCESSFUL HELPDESK RESOLUTIONS

You will never be asked to do anything beyond your ability, which means you do not have to be "tech savvy" to assist in resolving technical issues.

- Listen calmly and carefully – of course they are all techies and some terminology may be a bit overwhelming, but don't worry, they will guide you through each step

- If you don't understand something, ask for clarification or to restate the question

- Don't get discouraged!

- It may take a few minutes to get through the issues, just stay focused on providing excellent customer service and resolution to the Candidate

Keep in mind that both you and the Help Desk have the same GOAL – to get the Candidate ready to test without in a timely manner without any further delays.

GENERAL INSTRUCTIONS AND TIPS

It is important to note from the onset, that TCAs should always read the Proctor Instructions before calling technical support.

- If you have bad proctor instructions, report it [i.e., Trifork browser]. These should be vetted through RSS to OPSHD, and then OPSHD will confirm and either explain/send to T3 for revision. Process not currently in place, but the issue is prevalent

- If you have multiple site codes, know which one should be used for what systems (not so much an issue for O&O)

- AMP exams launched in chrome can be a security violation; I do not want to diffuse a situation with a vendor like AWS

- Ultipro/timeclock issues should all seek resolution through PSIUP/RSS respectively

- SSN or Candidate ID corrections are only for passed exams. Please do not send email requests for these

- If you think your internet is out, go to www.fixme.it or www.google.com and if you can get there from any station, your internet isn't out

OPS SPECIFIC ISSUES

1) When you receive an error, keep it up on screen; if you can't, record it in its entirety somehow. When reading it to technical support, read the entire section with the error, not just the code

2) Record the name of every technician you talk to in addition to ticket numbers and repeat both back before any transfer to confirm. Direct calls to T2 may give the ticket number at the end of the call but write down and confirm the technician's name at the beginning
   o This helps us track where transfer issues are, and is a backup in the case of bad ticket numbers, dropped calls, etc.

3) When you receive emails about candidates you will be admitting, store them somewhere important; it's frequently an issue for Atlas TA candidates that the TCA has lost/must find the directions they received

TRUE TALENT - PROCTOR CONSOLE (NON-FAA ISSUES)

1) Make sure to read proctor instructions and launch the correct program (Chrome or the PAN secure browser)
2) For processing the I9 scan, always refer to procedures before calling Helpdesk

TRUE TALENT - PROCTOR CONSOLE (FAA)

1) Anything to do with our scanning procedure (OPSHD or FAA site management should furnish the guide)
2) An exact list of who to call for what issues (OPSHD or FAA site management should furnish the guide)
    a. i.e. Date of birth issues should call CSR
3) If you're trying to end an FAA exam, and the end page just keeps spinning/loading, close the exam. Log back in, try to end the exam again, this time only click end exam once.
4) Site administration issues go to site FAA site management

PSI DIMENSIONS [FORMERLY AMP]

1) If you can't generate a score report, call technical support
2) Make sure to read through the Proctor Instructions
3) Make sure to launch the correct program for security compliance
4) Anything in the instructions that says 'Trifork' means the lockdown browser
5) If you can't check-in or check-out a Candidate, please call

ATLAS TA EXAMS ON SITE

1) When you receive emails about Candidates you will be admitting, store them somewhere important; it's frequently an issue for Atlas TA Candidates that the TCA has lost/must find the directions they received
2) In most cases, do not call technical support, but email: TAOPS@psionline.com

   ** If you don't receive a response in 10 minutes, call the TA line

PRACTICAL

1) Double-check your Candidate ID information
2) Practical issues to Tier2, will provide T2 escalation (not compliance) number

USPS

1) Launch all USPS exams in Chrome first
2) Pause/resume the exam and try to launch again before calling technical support

360 TRAINING/TESTRAC

Some exams come through with the wrong link to the type of exam, PGA exams should use
https://app.testrac.com/pga/delivery

Other exam types use the same URL replacing PGA with their three-letter acronym

1) Know your site's login information
2) Read the proctor instructions carefully
3) Don't call technical support if you don't understand the instructions, call your RSS
4) If the Candidate cannot log in because they don't know their information, call Testrac (not the Helpdesk) https://www.testrac.com/tt_contact.html

BEFORE YOU CALL THE HELPDESK

Proctor Instructions - Read the instructions before you call, there is a lot of very helpful information which may answer the reason for your call, such as:

- Check-in requirements
- Materials allowed
- If the Candidate gets a score report

Errors – When an error occurs on the screen, read the error thoroughly (unless it is extremely long)

AMP/3rd Party Exams – It's important to know you cannot pause/resume AMP/3rd Party Exams; it will state this on the screen:

a) Only click the button once
b) Do Not Close the Window
c) Leave download window open to receive notification when complete

Please be patient and allow the download to process completely

IMPORTANT   *** DO NOT TOUCH ANYTHING UNTIL ITS DONE! ***

There should be no other computer access until the download is complete (i.e., do not access OPS from any station, do not check email, etc.)

Do not start the download on another machine - this will corrupt the session and mark all 3rd party candidates to absent.

UPDATING SSN

If the Score Report only shows the last four of the SSN (XXX-XX-1234) and the last four numbers are correct, do not contact the Help Desk.

Ask the Candidate contact Customer Service to make the update.

SAME DAY SCHEDULING/EXAM CHANGES

The Help Desk cannot assist with same day scheduling or same day exam changes. If this occurs the candidate will need to leave the test center and contact Customer Service for further assistance.

TEST CENTER SUPPORT PHONE OPTIONS

Direct Support

OPS Helpdesk	1-702-939-6777
TrueTalent [Pan]	1-877-449-8378
Aviation [FAA]	1-888-832-4228

Option 1

Only for contracts that require extra security measures due to personal information being handled by PSI and for PSI to maintain compliance with these programs [i.e., SSN, CD's, USPS, FAA]

Option 2

For all other technical and IT support or program information

CALLING THE HELPDESK

For the quickest service, select the appropriate prompt when calling. Let them know if there are things preventing you from being able to complete the task, such as:

- Heavy furniture in the way
- Large nest of intertwined wires
- Wearing something which would make completing the task difficult

QUICK TROUBLESHOOTING TIPS

1. ALWAYS review the links above the Candidate's registration info
   - These instructions will often identify what ID's and Browsers the exam must use

2. If the Candidate ever gets kicked out of the exam for any reason, ALWAYS pause/resume the Candidate exam (if applicable) and try to log them back in first
   - AMP/3rd Party Exam cannot be paused/resumed, it will be noted on the screen

3. If the exam is having issues in Internet Explorer, verify what Browser the exam is supposed to be administered in by reviewing the Proctor Instructions

4. If the exam is supposed to be administered in Internet Explorer, but it's not working, try using Google Chrome

5. When an error occurs on the screen read the error thoroughly, the error may provide instructions on how to fix the issue

6. Any issues with SSN that don't affect the Score Report <u>MUST</u> be sent to Customer Service instead of OPS Helpdesk

7. PSI **<u>DOES NOT</u>** do same day scheduling or exam changes, unless otherwise approved (i.e., during the COVID-19 pandemic, rescheduling rules were relaxed)

8. Check Proctor Instructions to see if the Lockdown Browser is required for the exam

   - If the exam is not launched in the Lockdown Browser when it should, then the exam will display a *blank white screen* after entering the Candidate ID number to launch the exam
   - If the exam does not require the Lockdown Browser to launch, and unable to launch an exam from the testing workstation, then the issue may be fixed within your Browser Settings

9. The most common issue that might prevent a PSI Authorized exam from launching is fixed by allowing pop-ups. Internet Explorer 11 is the most common browser to launch PSI Exams.

Here are is a quick step by step process to turn off the pop-up blocker and allow pop-ups to occur in Internet Explorer 11.

Microsoft Internet Explorer 10/11 (Windows 7/8/10)

(1) Open **Internet Explorer**.

(2) From the Tools menu, select **Pop-up** Blocker → **Pop-up** Blocker Settings

(3) The **Pop-up** Blocker Settings dialog box opens

(4) Click Add - the selected website is added to the list of Allowed sites

(5) Click Close - to close the **Pop-up** Blocker Settings dialog box

Using Google Chrome

Another quick fix for a multitude of issues is to switch Internet Browser from Internet Explorer to Google Chrome.

Here are is a quick step by step process to disable this feature and allow pop-ups in Internet Explorer 11.

Chrome Version 81.0.4044.122 (Windows 7/8/10).

(1) On your computer, open **Chrome**.

(2) At the top right, click More. **Settings**.

(3) Under "Privacy and security," click **Site settings**.

(4) Click **Pop-ups** and redirects.

(5) At the top, turn the setting to **Allowed**.

ON THE PROCTOR WORK STATION (PWS)

Ricoh Printer Paper Jam?
1. Pull paper out of tray.
2. Align tray knob on left side to the 11" mark.
3. Put paper back into tray.
4. Print again.
5. If the steps above don't work, contact Ops Helpdesk.

Unable to Print?
1. Restart Printer.
2. Unplug/Plug Ethernet Cable in.
3. If the steps above don't work, contact Ops Helpdesk.

No internet? (1 machine)
1. Restart the Computer.
2. Unplug/Plug Ethernet Cable in.
3. If the steps above don't work, contact Ops Helpdesk.

CD's Exam Status's not showing up?
1. Pause/Resume Session in PSI Proctoring.
2. If the steps above don't work, contact Ops Helpdesk.

ON THE TESTING WORK STATIONS (TWS)

No internet? (1 machine)
1. Restart the Computer.
2. Unplug/Plug Ethernet Cable in.
3. If the steps above don't work, contact Ops Helpdesk.

Error getting Candidate Details?
1. Verify CD is checked into correct seat.
2. Log into PSI Proctoring on the TWS, click Setup Workstation and assign as correct seat #.
3. Pause/Resume CD via PSI Proctoring (if applicable).
4. Change CD seat to/from via PSI Proctoring.
5. If the steps above don't work, contact Ops Helpdesk.

Workstation not Setup Correctly?
1. Verify CD is checked into correct seat.
2. Log into PSI Proctoring on the TWS, click Setup Workstation and assign as correct seat #.
3. If the steps above don't work, contact Ops Helpdesk.

COMMON DEVICE PICTURES

Cables

- Display Port
  - Display Cable

  - Display Plug

- VGA
  - VGA Cable

  - VGA Plug

- Ethernet
  - Ethernet Cable

  - Ethernet Plug

WEBSITE DESKTOP SHORTCUTS

- Lockdown Browser

  Lockdown Browser

- PSI Proctoring Services

  PSI Proctoring Services

- PSI Examination Online

  PSI Examination Online
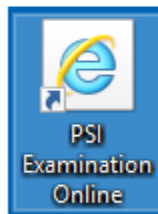
- Google Chrome

  Google Chrome

TECH GLOSSARY

ISP -- Internet Service Provider (EX. AT&T, Time Warner, Charter). Usually stated on your Internet Modem

Power Cycle/Restart -- Clicking the Power button within Windows and selecting Restart, or unplugging the power cable connected to the device, waiting 30 sec. and plugging the cable back in

Remote -- The act of accessing a machine without physically being at the machine.

Address Bar -- The section at the top of the Internet Browser you would type in a URL
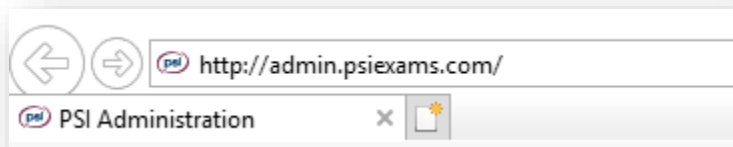
FixMe.IT -- The website we use to remote into machines we can't normally remote into

- When asked to go to this website you will type in the address bar FixMe.IT
- Then click the "Start Support Session" button and provide the Tech the Client ID

Setup Workstation -- Log into PSI Proctoring and click Setup Workstation. Assign the correct workstation number

SECTION 6 – DECEPTIVE BEHAVIORS | CHEATING

This procedure is to provide guidance and instruction to the Test Center Administrator concerning PSI's policy on cheating and specifically, to establish authority and responsibility of the examination Test Center Administrator in conveying this policy to the candidates.

POLICY STATEMENT

Before the Candidate can begin his/her examination, the Candidate must certify that he/she:

- Will not give or receive unauthorized assistance while taking the examination;
- Will maintain the confidentiality of the examination;
- Understands that violating the confidential nature of the examination can result in severe penalties

The Candidate will be asked to read the statement once logged in to their assigned workstation.

The Candidate will be asked to click "Agree" before being able to proceed to the tutorial and exam.

Any Candidate who refuses to read and consent to the cheating policy statement conditions is automatically locked out of the examination. The Test Center Administrator will notify PSI by completing the daily administration report as well as an Incident Report.

OVERVIEW - CANDIDATE MISCONDUCT

In the event an observed or suspected security violation has occurred, the TCA must collect as much information about the incident as possible. This includes the TCA's own observations and suspicions prior to contacting the help desk, supervisor, line manager or channel manager.

Once there is reason to believe misconduct may be taking place and the Candidate's examination has been paused, the TCA will quietly remove the Candidate from the testing room for further questioning.

Once the Candidate is in the check-in area, the TCA can then respectfully ask questions to gain more information and insights regarding their specific concerns.

ACTION STEPS

If the TCA has reservations on whether the Candidate has unauthorized materials, including but not limited to, a cell phone, or other electronic devices, notes, etc., they should quietly ask (do not make any accusations or cause a disturbance) the Candidate to follow them out of the testing room for a conversation.

With the Candidate in the administrative check-in area, the TCA is to respectfully and carefully advise the Candidate why they were asked to come out and speak with the TCA.

This next step is important: **DO NOT accuse the Candidate of CHEATING!**

This is a delicate situation, therefore, always seek first to understand.

Asking questions to gain knowledge of the situation is always the best option to seek answers. TCA must be tactful and sensitive handling the situation carefully and never directly accuse a Candidate of cheating.

This is a delicate situation, therefore, always seek first to understand. Asking questions to gain knowledge of the situation is always the best option to seek answers.

The TCA must be tactful and sensitive handling the situation carefully. Never directly accuse a Candidate of cheating.

- *If there is evidence* of misconduct such as notes, a cell phone or other prohibited items found, maintain it for review (ie., if a cell phone, ask the Candidate if you may look at it).

If the Candidate admits to using unauthorized materials, the TCA will ask the Candidate not to continue the examination. TCA must receive further instruction from a supervisor on how to proceed.

- *If there is no evidence* of misconduct, the Candidate should be allowed to return to the testing room to resume their examination.

If the Candidate denies using unauthorized materials, the supervisor will determine if the Candidate should be allowed to continue with testing.

As always, please remain calm and professional . If needed, ask the Candidate to be patient while you speak with your supervisor.

In any of these situations, the TCA should immediately call their Regional Site Supervisor (RSS) for further guidance. If the supervisor is not readily available, TCA should contact the following (in the order listed):

1) Regional Manager
2) Tier 1 Helpdesk
3) PSI's Security Team

Once in contact with the RSS, the TCA is to provide a description of the incident.

For Example:

➢ *Candidate is suspected of having unauthorized notes.* If the TCA has not already confirmed the presence of and/or confiscated notes the Candidate had out in the testing room, the RSS may ask the TCA to confirm the presence of notes by asking the Candidate to display the area in which notes were concealed by pulling out their pockets, rolling up their sleeves, or pulling up their pant legs. The notes should be confiscated, and the Candidate's exam will be terminated.

➢ *Candidate is suspected of having a cell phone.* If the TCA suspects the Candidate has a cell phone, TCA must confirm the presence of a cell phone by asking the candidate to display the area in which the cell phone was concealed by pulling out their pockets, rolling up their sleeves, or pulling up their pant legs.

If Cell phone is found, Candidate may be asked to show their cell phone for examination to determine if any communication with outside parties had occurred of if any examination content has recorded on the cell phone. Such as:

- Call logs – were any calls made during the testing period
- Messages – were any text messages or emails sent or received during the exam
- Images – were any photographs or videos taken during the examination period
- Browser History – were any web pages accessed during the examination period

CANDIDATE DISMISSAL

If the Candidate does not submit the cell phone for further review, or an attempt was made to delete the materials, Candidate will be dismissed from the testing center.

The TCA is to advise the Candidate that PSI has been notified of the incident, their exam has been terminated and PSI will be in contact with them within the next 10 business days.

REVIEW

Steps to handle potential deceptive behavior and suspected cheating on the exam:

- Pause the exam
- Kindly ask Candidate to follow you to the admin check-in area for a brief conversation
- Respectfully state what was observed, ask the Candidate to provide an explanation
- Based on responses, may need to collect materials (notes, cheat sheets) as evidence
- Contact Supervisor, who will advise of steps to take
- Verify with Supervisor if Candidate is able to resume the exam
- TCA must complete an Incident Report [IR]

NOT ALLOWED TO FINISH EXAM

If the Candidate is not allowed to finish testing, they should gather all of their personal items from the locker or lockable storage unit/bag, and TCA should provide them with the Candidate Care information card to contact them directly for next steps, complaints, etc.

ALLOWED TO FINISH EXAM

If the TCA has determined that there is no evidence of misconduct, the Candidate will be allowed to return to the testing room to resume their examination.

After the issue has been resolved the TCA is complete a Security Incident Report (SIR). The SIR requires the Candidate name, identification number, and a description of the incident.

OTHER TYPES OF MISCONDUCT

Other types of candidate misconduct may include, but are not limited to, a candidate impersonating another individual, Candidates' speaking to one another during the exam, or to other individuals outside of the testing center during a break, leaving the test center during a break (even if it's just going to their vehicle), or attempting to bribe a TCA.

CANDIDATE BEHAVIOR

If at any time during the investigation of an instance of Candidate misconduct the Candidate becomes disruptive or aggressive, it is the TCA responsibility to advise the Candidate to refrain from such conduct.

If the Candidate is in anyway threatening or refuses to leave the premises if instructed to do so, the TCA to contact their local police authority.

SECURITY

If at any time during a security incident the Help Desk may contact the Global Operations Security Team for assistance.

The Help Desk is required to notify the Global Operations Security Team of any incidents where examination content may have been compromised.

TCA should always contact their RSS first, then the Helpdesk.

COMPLETE AN INCIDENT REPORT

In all circumstances considered out of the ordinary, the TCA should carefully document all relevant details for later review and investigation by PSI.

Test Center administrators should NOT include any opinions they have formed about the candidate and the incident. Only provide specific facts and observations.

Contact your supervisor for guidance on shipping any confiscated materials [notes, cheat sheets, scratch paper, etc.] to the appropriate party.

PSI will conduct a complete investigation and report the results and all actions taken to the Client.

_____

SECTION 7 – DE-ESCALATION: ANGRY CANDIDATES
_____

There may be times when you will need to rectify a situation with an upset or angry Candidate. Regardless of the how the incident began, the goal is to de-escalate the situation in a calm, patient and professional manner.

While you cannot control what the customer says, does, or feels, you can only de-escalate the situation by remaining calm and in complete control with how you react to the Candidate.

Exam day can be very frustrating for test takers and some Candidates may manifest frustrating behaviors such as being rude, impolite, ill-mannered, complaining, yelling, fumbling through papers and being disorganized, etc. The key for the TCA is to remain calm and do not match the voice levels or behaviors of the Candidate.

There is no one solution to diffuse tense situation and angry Candidates. However, it would be wise to prepare in advance before one an emotionally charged situation happens. Take a deep breath, stay as calm as possible and follow these:

STEPS TO DE-ESCALATION

1) Don't Take it Personally! Keep the emotions out and remain professional
2) Remain Calm - do not match the voice, tone or behaviors, speak slowly and softly
3) Let them Speak – do not cut them off, speak over, or make light of the situation
4) Actively Listen – make eye contact, don't interrupt or multi-task, give full attention
5) Restate – it's okay to ask "let me make sure I understand" or ask for clarification
6) Use Empathy – apologize for any inconvenience, do all you can to rectify the issue
7) Be Patient – be mindful not to "snap back" and match behaviors
8) Be Kind – kindness and a soft answer goes a long way to reduce tension, anger
9) Seek Resolution – what can I do to make this right, better, correct the issue, etc.
10) Be realistic – tell them what you can/cannot do, be careful not to over promise

These steps should be helpful in the de-escalation process. It may be a little difficult, but not impossible to do. Keep in mind that if a person challenges your authority, redirect their attention to the issue at hand. Ignore the challenge, not the person.

While you cannot control the person's behavior, how you respond to their behavior can affect whether the situation escalates or defuses.

Empathize with feelings, not behavior and always... keep it professional!

WHEN TO CALL SECURITY

If the Candidate does not comply and continues in an argumentative manner, the TCA should seek the assistance of the other TCA on staff to assist with the conversation.

*** Important to Note:* If the conversations escalates and the Candidate's behaviors are becoming incensed or enraged, using extreme profanity, and aggressive body language (such as moving towards the TCA, raising their fists) the TCA should tell the Candidate to leave the premises.

*** Important to Note*: If the Candidate continues to show aggressive and uncontrolled behaviors, and the TCA feels physically threatened, the TCA should call Local Authorities.

The TCA should never put themselves in harm's way or feel threatened in workplace.

SITE VISITORS AND GUESTS

To maintain a secure, distraction-free, and professional exam environment, PSI does not allow visitors in the test center.

Only PSI test center staff, PSI management, examination candidates, and visitors approved by PSI Headquarters are authorized to use the PSI test centers.

AUTHORIZED PSI PERSONNEL

The only people you should allow in the admissions area or testing room are test center personnel, candidates, and authorized site visitors. Authorized site visitors will fall into one of the following categories:

- PSI coworkers, maintenance personnel
- Authorized law enforcement or emergency personnel
- Pre-approved PSI visitor(s)
- Exam sponsor or auditor
- Assistive personnel for Candidates with special accommodations needs

If individuals arrive and are not scheduled, TCAs must ask for appropriate identification, then contact a PSI Supervisor prior to discussing any procedures or policies with the individuals.

A list of authorized PSI personnel will be provided at each location. These individuals will be allowed on site without advanced notice. However, ID verification is still required.

Scheduled Candidates always have priority over dealings visitors.

Visitors must never be allowed to view Candidate data, impede or interrupt the candidate admission, testing process, otherwise distract or interact with candidates, or have access to site such as for "tours".

Contact the Regional Supervisor or Regional Operations Manager for immediate support.

MANAGING AUTHORIZED VISITORS

Official visits to your site are often be arranged ahead of time. Your test center site should receive notification regarding such visits from the PSI executives, PSI account managers with Client tours, auditors, Helpdesk technicians, Regional Site Supervisors and/or Regional Operations Manager.

PSI will provide specific guidance concerning the security arrangements that have been coordinated in advance for such visits.

All approved visitors must provide proper identification

If a visitor arrives to your site and you have no knowledge of their arrival or without proper identification, you should politely turn the visitor away.   If you have any questions or concerns, please contact the Regional Supervisor without delay.

VISITOR ACCESS

Under No Circumstances should any visitor be allowed to:

- Enter the testing room while testing is in progress (unless prior pre-approved authorization has been granted as an exception); such as an assistive person for a special needs' accommodation
- Enter the server room or data closet housing the dedicated PSI server (unless specific authorization is granted by the Operations Helpdesk, the RSS or ROM)
- Carry or use any kind of recording equipment or media, such as tape recorders, cameras, camera phones, or video cameras
- Access the PSI applications or view any Candidate's personal information

NOT APPROVED - CHILDREN, FRIENDS OR FAMILY MEMBERS

A family member or friend who may have provided transportation for the Candidate, will often accompany the Candidate into the examination center expecting to wait in the lobby/reception area until testing is complete.

Visitors are **not** permitted to wait for Candidates on the test center premises.

If it does become necessary to ask a candidate's companion to leave the test center, make the request in a courteous way and inform the individual where in the local vicinity he/she might go for refreshments, shopping, etc., until the time the Candidate is expected to complete the examination.

Parents may not bring small children and leave them unattended in the test center. Any Candidates who arrive with children unfortunately <u>must</u> be turned away.

SOLICITORS

If a vendor or solicitor arrives at your test center site attempting to sell, offer professional business or other services, you should kindly turn them away.

You should inform them decisions for such services are made at the corporate level and there is no contact information that can provided.

If needed, contact the Regional Supervisor for support or your site Security team.

SECTION 8 – COMPLAINT POLICY AND PROCEDURE

PSI is committed to being responsive to the needs and concerns of our candidates to resolve a complaint as quickly as possible. This policy is to provide guidance on the way PSI receives and manages complaints. PSI is committed to being consistent, fair and impartial when handling Candidate complaints. The objective of this policy is to ensure:

- Candidates are aware of the complaint submission and handling process
- Both Candidates and PSI staff understand our complaints handling process
- PSI takes reasonable steps to actively protect Candidate personal information
- Candidate complaints are investigated impartially with a balanced view of all information and evidence

PSI is committed to resolving Candidate issues at the first point of contact which is our Candidate Services Team either by telephone.

- *For Example*: in the UK for the SELT client, the Candidate can contact PSI via toll free number +800 8001 2900, or via e-mail complaints@skillsforenglish.com

FORMAL PROCESS

Where this will not be possible a more formal complaints process will be followed. PSI will acknowledge receipt of Candidate complaints within three (3) business days. Once the complaint has been received, PSI will undertake an initial review of the complaint.

PSI is committed to resolving Candidate complaints within 10 business days; however, this may not always be possible on every occasion.
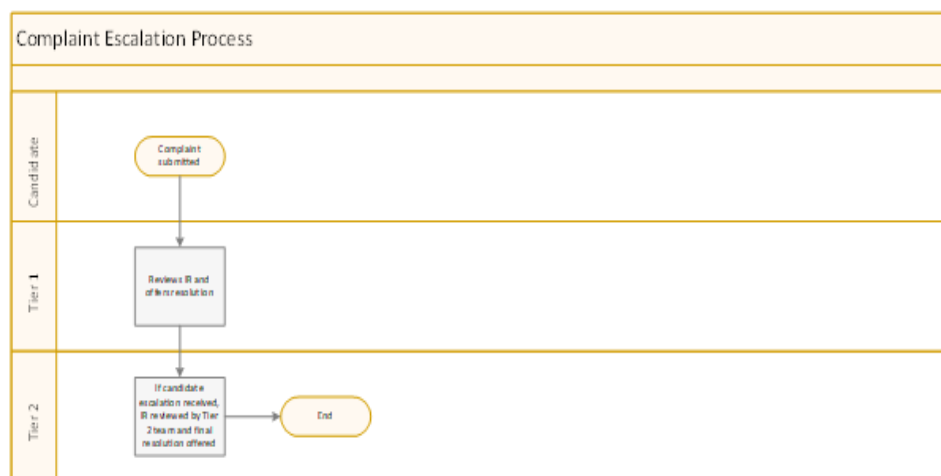
If PSI is unable to resolve the complaint within 10 business days, the Candidate will be informed of the reason for the delay and provided an expected date when the complaint is hoped to be finalized.

Once PSI has finalized the complaint, the Candidate will be advised of the findings and any action taken, in writing, unless it has been mutually agreed that PSI can provide it to the Candidate verbally.

Candidates have the right to make enquiries about the current status of a complaint at any time by contacting PSI.

OWNERS AND ESCALATION POINTS

Tier 1 (Manila) – The Candidate Services Team are empowered to resolve complaints, wherever possible, at first contact.

Tier 2 – (Leicester) The candidate Care Team If a candidate is not satisfied with PSI first contact response, candidates can request to escalate the complaint. PSI will then investigate the complaint and consider all the relevant circumstances and information surrounding the complaint and inform the candidate of our findings.

REPORTING ON COMPLAINTS

PSI is required to report to the UK Home Office and SQA on complaints, as required by contract. Both the Home and SQA will be notified.

All complaints received are logged in CRM with each case being assigned an applicable complaint category. This will enable PSI to accurately report the number of complaint cases against the number to tests taken and the speed of resolution.

SPECIAL ACCOMMODATIONS

PSI is committed to equal access for all Candidates taking an exam and will accommodate as needed, at no extra charge to individuals with documented disabilities, consistent with the amended Americans with Disabilities Act (ADA).

It is important for TCAs to become familiar with their respective country of origin policies to ensure that the rights of Candidates are not violated. The TCA should reach out to their Regional Supervisor for direct support concerning any areas of special needs or exam accommodations. Shown are special exam arrangement or accommodations requested:

- Reader
- Interpreter
- Translator
- Additional time
- Untimed or Extra Break
- Separate/Private Room
- Screen Reader

- Screen Magnifier
- Equipment
- Paper and Pencil Exam
- Braille Exam
- Special Assistant
- Wheelchair Access
- Other (special equipment, etc.)

GUIDELINES FOR ACCOMMODATION PROCEDURES

PSI has a dedicated team to help meet the needs of Candidates who may request an exam accommodation, which can be reached via the following emails:

examaccommodations@psionline.com

PSI will also create dedicated email addresses for individual Client requests, for example:

specialarrangements@skillsforenglish.com

The Candidate should refer to their respective Candidate Information Bulletin to download and submit a request for an accommodation. The request has directions on how the official request should be correctly submitted, including:

- Request must be in writing and received by PSI no less than 30 days in advance of the desired test date

Reasonable accommodations may include additional time, a private room, a reader or interpreter, the use of compensatory equipment, and untimed breaks.

_____

SECTION 9 – EMERGENCY PROCEDURES

_____

SAFETY FIRST!

If you ever feel an immediate or direct threatened by a Candidate, a visitor or anyone else:

<div align="center">DIAL LOCAL EMERGENCY</div>

You do not need Supervisor approval, contact your Supervisor when it is safe to do so.

WHAT QUALIFIES AS AN EMERGENCY?

Emergencies are defined in two categories: internal and external.

INTERNAL EMERGENCIES

Internal emergencies are defined as events resulting in interruptions of scheduled or in-process examinations due to network or related equipment failures or malfunctions. Internal emergencies of an administrative nature can also occur.

For example, an emergency might include an examination situation such as suspected or obvious cheating situation with a Candidate, which escalates quickly into aggressive and/or threatening behaviors by the Candidate.

EXTERNAL EMERGENCIES

External emergencies are defined as interruptions of scheduled or in-process examinations due to disruption brought about by external conditions such as power failures, fire drills, severe weather, environmental hazards, and medical emergencies, to name a few.

CALL LOCAL AUTHORITY [POLICE / FIRE] <u>FIRST</u> for the following incidents:

- Visible Smoke and/or Fire
- Medical Emergency - collapse such as seizure, heart attack, asthma attack
- Serious fall (e.g., possible head injury, broken bone, etc.)
- Evidence of break in or burgled premises
- Volatile, violent or belligerent Candidate (or Harassing Visitor)
- Physical threat to Test Center Administrator or other Candidates
- Armed or Active Shooter
- Bomb Threat

Immediately advise Candidates to exit the building in a calm, quick manner, advising of the closest door to exit, and where to congregate outside the building.

WHEN TO CANCEL DUE TO EMERGENCIES

Employee and Candidate safety should always be first and foremost responsibility of the TCA. Inability to continue with testing should be determined by senior leadership.

Some examples of emergencies [not an exhaustive list] could include:

- Interruptions due to systems failure

- Server failure and/or workstation failures

- External conditions due to electrical power failure

- Imminent and severe ice, snowstorm, or sandstorm

- Hurricane and flood warnings; Tornado Warning

- Volcanic Eruptions, Fires or Earthquake

- Local environmental emergency examination or evacuations

This list is just a sampling of possible situations that could occur, with leadership making the decision to continue or to suspend testing, and/or whether to reconvene.

CONTACT PSI IMMEDIATELY

In the event of a test interruption for any reason, proctors must immediately contact PSI's Site Administration team to advise of the emergency.

EMERGENCY EVACUATION PROCEDURES

The TCA should know where all the buildings exits and staircases and emergency procedures for their building location.

They should work with their supervisor to determine an effective, safe and secure Evacuation Plan, which should include some of the following points:

- If a drill fire, where to congregate outside the building
- If a tornado, where is the safe zone in the building
- Lock down procedures
- Who to Call?
- When to Call
- Areas of responsibility

Follow the Emergency Evacuation Procedures as outlined by your local site, noting safe zones, emergency exits, staircases, etc.

Advise all Candidates to exit the building in a calm, quick manner, advising of the closest exit door and where to congregate outside the building.

It is vitally important for the TCA, Supervisor and/or other Leaders to ensure the room has been exited by all Candidates.

* TCA must take the roster/sign-in sheet to ensure all Candidates checked-in are accounted for.

FIRE DRILL ALARM

The TCA should remain with the Candidates during a fire drill or any other emergency building evacuation and re-enter the building once clearance is approved to return to the building. Depending on how much time has expired for test stoppage for fire drill or other emergency evacuation, Candidates may continue with the exam testing or the exam may have to be rescheduled. This decision should be made by senior leadership (supervisor, manager or director). The TCA must always complete an Incident Report for any and all such incidents.

INCLEMENT (SEVERE) WEATHER

As a TCA, you must notify a Supervisor immediately if you are not able to make it to the test center due to severe weather conditions. You must speak to a live person. Voicemails, text messages or emails are not acceptable. Speak to your supervisor about:

- Accepting late starts due to severe weather
- Test Center Closings and Notifications

SECTION 10 – ONBOARDING NEW HIRES

ONBOARDING AND NEW HIRE TRAINING

The newly revised onboarding and new hire training will consist of a blended approach to training, including various computer based training modules, one-on-one instruction and coaching, paired with a tenured TCA for observation, self-paced learning through job aids, operations manuals and instructor led training presentations.

Shown below is a sample new hire training agenda (which can be modified):

TCA NEW HIRE TRAINING AGENDA

Day 1	Day 2	Day 3	Day 4	Day 5
Supervisor Welcome	Introductions Review	Exam Accommodations	Help Desk Troubleshooting	Admin Duties Resource Sites
PSI, Proctor and Test Center Overview	Brainshark online training modules	Systems - GPS, Atlas Equipment Fingerprinting	Systems Access Practice	Hands On: Complete Check In / Out Process
Brainshark online training modules	GPS/Atlas SharePoint Proctor Portal	Read required documents, job aids	Hands On: Complete Check In / Out Process	Brainshark online training modules
PSI Policies and New Hire documents Operations Manual	Proctor Role Exam Monitoring Site Security	Observations One-on-One Admin w/Supervisor	Q&A Feedback Systems Access Practice	Q&A Job Shadow Proctor Live Exams
Email and System Access	Soft skills De-escalation Incident Reports	Brainshark online training modules	Rosters Supplies Inventory	TCA Admin Timesheets Meet w/Supervisor

To accommodate our global test center network, our new hire training process is moving more towards a virtual and self-directed new hire onboarding experience. The hiring manager and/or supervisor will welcome and engage with the new hires at the beginning of Day1, provide overall instructions on the process and then allow for the TCA to begin working on required webinars, videos and reading (yes, there is a lot of reading too!).

We no longer offer instructor-led classroom training for TCA new hires.

The training will vary each day, allowing the new hire to complete the required computer based online training videos in Brainshark®

In the example shown below, the TCA will be sent documentation for required webinar and video trainings along with the link to complete the training.

The TCA role is consistent across all global PSI sites across the world. The only difference may be in the size of the test center, the clients served, the number of proctors at the respective site, and how many sites are under the responsibility of the supervisor.

All processes, security, and proctoring are generally the same, across all PSI sites.

NEW HIRE TRAINING Skills for English (SELT) - Test Centre Training Plan				
Required Training Content	Resource	Time/Duration	URL / Link	Date Completed
Welcome Video	Brainkshark (CBT)	5 minutes	TBD	
PSI Introduction	PSI Youtube	3 minutes	https://www.youtube.com/watch?v=cYggOHqyqOI	
New Hire TCA: Introduction to PSI and Role of TCA	Brainkshark (CBT)	5 minutes	https://www.brainshark.com/psionline2/NHTCAintroduction	
New Hire TCA - Pre Check-In Process OPS	Brainkshark (CBT) - 1 of 5	20 minutes	https://www.brainshark.com/psionline2/NHTCAcheckinOPS	
New Hire TCA: Check-In Process OPS	Brainkshark (CBT) - 2 of 5	20 minutes	https://www.brainshark.com/psionline2/NHTCAcheckinOPS	
New Hire TCA: Check-In Process OPS	Brainkshark (CBT) - 3 of 5	20 minutes	https://www.brainshark.com/psionline2/NHTCAcheckinGPS	
New Hire TCA : Proctoring	Brainkshark (CBT) - 4 of 5	3 minutes	https://www.brainshark.com/psionline2/NHTCAproctoring	
New Hire TCA: Check-Out Process_OPS	Brainkshark (CBT) - 5 of 5	5 minutes	https://www.brainshark.com/psionline2/NHTCAcheckoutOPS	
New Hire TCA: Exceptional Scenarios, Visitor Policy and TCA Support GPS	Brainkshark (CBT)	10 minutes	https://www.brainshark.com/psionline2/NHTCAexceptionsGPS	
New Hire TCA: Incident Reporting and HD Support GPS	Brainkshark (CBT)	5 minutes	https://www.brainshark.com/psionline2/NHTCAincidentreportingGPS	
Types of Proctoring Platforms	Brainkshark (CBT)	5 minutes	https://www.brainshark.com/psionline2/proctoring-platforms	
GPS	Brainkshark (CBT)	5 minutes	https://www.brainshark.com/psionline2/gps	
GPS Troubleshooting	Brainkshark (CBT)	5 minutes	https://www.brainshark.com/psionline2/gps-navigation	
ATLAS - Systems training				
ATLAS Module 1 - Generating the Exam Roster	Brainkshark (CBT)	10 minutes	https://www.brainshark.com/psionline2/AtlasModule1	

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APPENDIX A

	ROLE AND RESPONSIBILITY MATRIX	
	Test Center Administrator [TCA] / Proctor	**TCA Lead**
Position Description	This position assists in the administration of numerous tests and exams while maintaining a secure testing environment	Ensure facilities, operations and performance at the assigned test center consistently meets company standards
Role and Responsibilities	Proctor a variety of tests while maintaining a secure testing environment. Maintain confidentiality and security of all testing materials; monitor security cameras; conduct routine testing center observations	Maintain a deep knowledge of policies, practices and procedures; provide guidance to TCA pertaining to Operational Procedures
	Comprehensive check in and check out, verification of testing candidates	Assist in the training of new TCAs; serve as TCA as needed
	Proctoring and monitoring duties include video surveillance and routine walk through inspections	Assist staff schedules as needed; supervise both FT/PT TCAs
	Assists in training new proctors; complete incident reports and other email communications	Actively participates in quality assurance, audit programs
	Assist with daily test center operations to ensure a safe and secure testing environment	Assist in resolving employee reports issues which require RSS attention
Summary of Qualifications	1 full year of customer service experience; 1 full year of basic computer skills	High School Diploma or Equivalent; minimum 2 years customer service related experience required
	Proficient knowledge of Microsoft Office Suite (Outlook, Word, Excel)	One year of management or supervisory experience preferred
	Basic problem solving skills and ability to engage in analytical thinking in stressful situations	Team leading and training skills, exposure to testing environment, strongly preferred
	Ability to walk/stand for 40% of the time throughout shift	Effectively communicate with professionalism and authority
	Prior proctor/teaching experience is a PLUS	Proficient knowledge of Microsoft Office Suite (Outlook, Word, Excel)
Reporting Strructure	This position reports to the Regional Site Supervisor, Owned Channel	This position reports to the Regional Site Supervisor, Owned Channel

How to Spot a FAKE ID

Does the photo match the person? Generalities such as facial bone structure, eyes, eyebrows, ears, nose and lips should be consistent between person and the photo; although the picture may be a few years old, the person should generally look the same

Physical description does not match the person in front of you?
Height is a general descriptor, so if the ID reads height as 5'4" and the person in front of you looks over 6'0" - check for platform shoes or check ID again

Is the license still current and valid? ID must be current, valid and not expired, check for issuing and expiration dates. All newer licenses have UV images, overlays, holograms. Tilt the card to view these features.

Feel the Card | Touch is Too thick or Too thin? Valid ID is printed on special paper, and fake IDs are printed on a variety of thin and/or thick paper; run your thumb over the picture and check its thickness. Feel for bumps in the card, imperfect lamination, or peeling edges

Check for Validation details Most have a ghost image, or duplicate photo along with the State seal and the same numbering system. Get to know the numbering system for your state

Misspelled Words on the ID? Something as simple as the city or state name is misspelled or using the wrong state abbreviation is a certified red flag the ID is a fake/counterfeit

Tilt the card in the light | Check for State watermark or security features
State-issued driver's licenses include key security features such as a ghost image (secondary picture), holograms, watermark or other special printed images as a tamper-proof protection.

Study the Cardholder | Look for signs of anxiety Cardholder may avoid eye contact for fear of getting caught, may look extremely nervous; it's okay to ask them to remove glasses for identification purposes if they don't have glasses on in the ID photo

When in doubt, ask the cardholder a question Ask the cardholder their middle name, astrological sign (should match the birth month), address or year they graduated high school, look for hesitations or nervousness

NOTE: Over time physical appearances will change and be different from when the ID was originally issued. The photo isn't required to match the person perfectly because certain aspects of appearance change over time, like weight, hair length and color, etc.

APPENDIX C
Page 1 of 3

PSI Safeguarding Policy and Training

What is Safeguarding?

(psi)

Safeguarding both adults and children is about preventing the risk of harm from abuse or exploitation or having the ability to reduce it by raising awareness and supporting people in making informed decisions.

The aim of safeguarding is to:

- prevent harm and reduce the risk of abuse or neglect to individuals with care and support needs
- stop abuse or neglect wherever possible
- safeguard adults in a way that supports them in making choices and having control about how they want to live
- promote an approach that concentrates on improving life for the individuals concerned

Who is protected?

(psi)

Anyone characterized as a vulnerable adult is protected by this policy as well as any candidates under the age of 18.

- **Vulnerable Adult:** A vulnerable adult is a person who is 18 years of age or older, who is unable to provide for their own needs and protect themselves against abuse or serious exploitation due to impairment of mental, physical and/or emotional function.
- **Child/Young Person:** Anyone who has not yet reached their 18th birthday.

PSI Employer Responsibilities

The HR team and Senior Management are responsible for:

- liaising with Adult Social Services and other agencies where necessary and making referrals using the agreed procedures;
- ensuring that all employees and workers are aware of our policy and the procedure they need to follow;
- ensuring that all employee, workers and regular visitors have received appropriate safeguarding information and training during induction and this training is refreshed every three years;
- ensuring that our safeguarding policy is in place, is reviewed annually and follows the guidance provided by the NSAB;
- ensuring that at all times safer recruitment practices are followed.

(PSi)

APPENDIX C

Types of Abuse

There are several types of abuse that PSI must be aware of in order to ensure the safety of our employees.

- Physical Abuse
- Emotional Abuse
- Sexual Abuse
- Neglect
- Radicalisation

Physical Abuse — A form of abuse which may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to another person.

Emotional Abuse — The persistent emotional maltreatment such as to cause severe and persistent adverse effects on the individual's emotional development.

Sexual Abuse — Sexual abuse involves forcing or enticing a child or vulnerable adult to take part in sexual activities which may not necessarily involve a high level of violence, whether or not the individual is aware of what is happening.

Neglect — Neglect is the persistent failure to meet a child or vulnerable adult's basic physical and/or psychological needs, likely to result in the serious impairment of the individual's health or development.

Radicalisation — Radicalisation is defined as the process by which people come to support terrorism and extremism and, in some cases, to then participate in terrorist activity.

Key Principles for Protection

The UK Government created six safeguarding principles to help better protect vulnerable adults.

Click on each principles below to review its meaning.

EMPOWERMENT
PREVENTION
PROPORTIONALITY
ACCOUNTABILITY
PARTNERSHIP
PROTECTION

Continue

Best Practices at PSI

At PSI, all employees and workers avoid putting themselves in situations which could put them at risk of having an allegation of abuse made against them

This includes:

- Avoid unobserved one-to-one situations where relevant - keep a door open and/or ensure that you are within the hearing of others;
- Never offer to transport someone in your own vehicle;
- Never allow yourself to be drawn into inappropriate attention seeking behaviour
- Never undertake activities of a 'personal' nature, unless that is clearly defined as part of your role
- Never engage in, or allow, any sexually provocative games;
- Never make suggestive remarks or discriminatory comments;

PSI Employee Responsibilities

Any concern for someone's safety or welfare should be recorded in writing and given to the HR team or Senior Management

When filing a report the following information should be included:

- Incident date
- Who was involved (all witnesses and those affected)
- What was observed or said
- Contact information

Best Practices at PSI

At PSI, all employees and workers avoid putting themselves in situations which could put them at risk of having an allegation of abuse made against them

Also includes:

- Never engage in, or tolerate bullying or harassment
- Never engage in, or tolerate inappropriate physical activity e.g. horseplay;
- Never trivialize allegations of abuse or neglect;
- Do your part in developing a culture in which everyone feels able to point out inappropriate attitudes and behaviours to each other;
- Ensure that all allegations of abuse are reported, including any made against you; and
- Remembering that someone else might misinterpret your actions, no matter how well intentioned.

APPENDIX D

PSI EXAMINATION SERVICES

Examination Roster

Test Date : _____   Proctor : _____

Session Time : _____   Session # : _____   Test Center : _____

☐DAR Complete

ID	Candidate Name	Seat	Test Form	Test Mode	Extended Time

_____   _____   _____   ☐Computer
                                                     ☐Paper/Pencil
Exam : _____

- # of IDs needed:_____   Examinee Signature:_____
- Open/Closed book:_____   Figure Booklet/Plan Set:_____
- Locker Key/Bag Returned:_____   Proctor Verification:_____

_____   _____   _____   ☐Computer
                                                     ☐Paper/Pencil
Exam : _____

- # of IDs needed:_____   Examinee Signature:_____
- Open/Closed book:_____   Figure Booklet/Plan Set:_____
- Locker Key/Bag Returned:_____   Proctor Verification:_____

_____   _____   _____   ☐Computer
                                                     ☐Paper/Pencil
Exam : _____

- # of IDs needed:_____   Examinee Signature:_____
- Open/Closed book:_____   Figure Booklet/Plan Set:_____
- Locker Key/Bag Returned:_____   Proctor Verification:_____

PAGE _____ OF _____

APPENDIX E

View full document via: https://www.brainshark.com/psionline2/vu?pi=zHezF5nhEzchGiz0

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