



Test Center Operations Manual

June 4, 2018 | **Company Confidential Data**

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LAST REVIEW DATE

June 21, 2018

Electronic file name

Test Center Operations Manual.doc

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REVISION HISTORY

Version	Date	Comments
1.1	June 4, 2018	Added doc template
1.2	June 30, 2018	Revised content

APPROVAL SELECTION

Name	Position	Signature	Date
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Introduction

This Test Center Operations and Exam Administration Manual has been prepared specifically for PSI Test Center Administrators working at a PSI owned and operated or 3rd party test center. It is for your use to manage candidates, operate PSI examination centers as well as provide you the general knowledge to be successful in your role.

Use this document as your principal reference for administrative tasks concerning office operations, technical questions related to candidate service and the administration of any examination.

Familiarize yourself with the table of contents and read every procedure to fully understand how the PSI examination center should be operated and what to expect in dealing with the examination candidates.

Your role is extremely important to our business as everything you do influences someone's career.

System Overview

This procedure provides a brief overview of system operations prior to the arrival of the examination candidate at the test center and summarizes the sequence of events relating to test administration.

SUMMARY OF STEPS

1. To register for an exam, the Candidate contacts PSI or PSI receives an electronic approval from the candidate's licensing board or sponsor.
2. Payment for the exam is received by PSI directly from the Candidate or the Candidate's board.
3. Depending on our contract requirements, PSI may mail or email a registration confirmation to the Candidate. This is the only form of confirmation received. Candidate may schedule an exam 1 day prior to the exam date up to 4:00pm PDT.
4. To schedule an exam the Candidate calls PSI Customer Service or goes online to www.psiexams.com. PSI emails the candidate a schedule confirmation that includes exam start time, driving directions in addition to other pertinent information.
5. The day before the scheduled appointment, the system generates candidate records and data is exchanged with the test center.
6. The day of the exam, the Test Center Administrator prepares the test center for the scheduled candidates.
7. Candidates arrive, show identification and other documents as required by the contract, then sign the roster. Review Payment Information if applicable.
8. The Test Center Administrator checks in each candidate by verifying identification and any additional documents that may be required to test as well as enforce our security procedures.
9. During the check-in speech, the Test Center Administrator informs the candidate about the examination procedures and issues the appropriate forms.
10. The candidate is assigned to a workstation, the candidate verifies the on-screen information and begins the tutorial. When the candidate completes the tutorial, he/she self-initiates the exam.
11. The Test Center Administrator monitors the candidate progress through the one-way mirror, the view of the surveillance system, the Test Center Administrator computer screen and by taking walking tours inside the testing room every 5 to 15 minutes (5 – 7 minutes in California).
12. When the candidate completes the exam, the Test Center Administrator collects all materials from the candidate and issues any necessary forms.
13. At the end of the day, the Test Center Administrator turns off all necessary equipment, secures all materials, ensures the test center is clean and neat in appearance for the next test session.
14. The Test Center Administrator should **NEVER TURN OFF THE TEST CENTER ADMINISTRATOR COMPUTER***.

*Does not apply to 3rd Party test centers.

Emergencies

WHAT IS AN EMERGENCY?

We have attempted to document a variety of scenarios you could encounter at the test center that may require emergency resolution. We've categorized emergency into internal and external and their definitions are below.

- **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 could include an examination situation such as suspected or obvious cheating by a candidate.
- **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, inclement weather, environmental hazards, medical emergencies, etc.

A. EMERGENCY PREPAREDNESS

1. Test Center Administrators should remember that no matter what the emergency, to notify your supervisor, channel manager or line manager.
2. If external factors such as inclement weather and environmental hazards pose a threat to the test center, first ensure that all exams for the day have been uploaded, items such as hardware/computers/printers are properly stored and that the center is secure.

B. EMERGENCY TELEPHONE NUMBERS

1. A complete list of emergency telephone numbers is listed in the Appendix for each examination center.
2. Test Center Administrators must notify PSI immediately after reporting a local emergency of any kind.

WHEN TO CALL LOCAL AUTHORITY FIRST

- Medical Emergency Collapse
- Seizure or spell
- Respiratory attack or Possible heart attack
- Serious fall (e.g., possible head injury, broken bone, etc.)
- Apparent or reported serious pain
- Volatile Candidate (or Harassing Visitor)
- Belligerent (or violent) candidate or individual Candidate
- Individual threatens Test Center Administrator or candidates

WHEN TO CALL THE FIRE DEPARTMENT FIRST

- Fire or smoke

WHEN TO CALL THE POLICE DEPARTMENT FIRST

- Burgled premises and/or theft of PSI equipment/furnishings
Suspicious behavior

WHEN TO CALL YOUR SUPERVISOR, LINE MANAGER OR CHANNEL MANAGER FIRST

- Inability to Open Test Center for a Scheduled Exam Session
- Local Weather Hazard
- Threat of Storm
- Imminent Storm Freezing Conditions
- Local Environmental Emergency Examination
- Interruption Due to System Failure
- Server failure Workstation failure
- Examination Interruption Due to External Conditions Power failure
- Fire drill Evacuation

In the event of a fire drill or evacuation, try to place a call to PSI before leaving. If this is not possible, leave and call PSI from an outside phone as soon as possible.

Test Center Administrators must stay with the examination candidates during the fire drill or during any building evacuation.

FIRE DRILL PROCEDURE

- Treat every fire drill as though it were an actual fire
- Pause the examination session
- Calmly ask candidates to leave the building in an orderly fashion Take exam rosters with you
- Escort candidates to the exit/stairway (never take the elevator)
- Keep candidates together in a group until you can re-enter the building

WHEN TO CALL BUILDING PROPERTY MANAGEMENT FIRST

- Flood, water or other weather-related damage to facility or equipment

LESSER EMERGENCIES (WHEN TEST CENTER ADMINISTRATORS SHOULD CONSIDER LOCAL RESOLUTION OPTIONS, FIRST)

- Non-critical first aid situations Minor cut or bruises (Band-Aid)
- Headache (aspirin – for Test Center Administrator only).

Test Center Administrators should never provide medication of any kind to candidates or any visitor.

IMPORTANT NOTE: *Never place an emergency call to our clients to report an incident or request assistance of any kind.*

Workday Start-up Checklist

A. TIME OF ARRIVAL

1. In keeping with the professional standards for operating PSI test centers, it is our goal to greet the candidates in an environment that is prepared for the examination operations.
2. To ensure a seamless day of testing, Test Center Administrators are to arrive 45-60 minutes before the first exam session is due to start. 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. PSI Test Center Administrators (applicable to owned and operated sites) are not to arrive at the test center or clock in more than one (1) hour prior to the start time of the session unless authorized by a supervisor, line manager or channel manager.

B. OPENING THE OFFICE

1. After entering the test center, Test Center Administrators should place their key in a secure location.
2. Turn on the lights and make sure that all light bulbs and overhead fixtures are illuminated and that none are blinking to indicate that it might be ready to burn out. If a replacement is required, Test Center Administrators must notify the Property Manager or on-site Maintenance personnel.
3. Before the session begins, Test Center Administrators must check for emails and faxes for additional information concerning the exams of individuals who have received authorization for special accommodations due to disabilities. (The details of such exams will be covered on a case-by-case basis with the Special Accommodations department, Regional Site Supervisor, Line Manager or channel manager. Test Center Administrators should know in advance of such an accommodation. If a candidate arrives requesting an accommodation that you were not aware of, please verify with the Special Accommodations Department, prior to allowing the accommodation).
4. Test Center Administrators may also receive notification concerning any instructions from the Candidate Services department relative to the day's operations or routine procedures and diagnostic maintenance procedures that have been established for the examination center. Appropriate instructions will be given as required, including what to observe, how to execute any special procedures and make any necessary reports.
5. Check the paper supply in the fax machine and printer. Replenish as necessary.
6. After several minutes in the office, the Test Center Administrator should ensure that the temperature is comfortable (72 degrees). If not, they should make the necessary service call in accordance with local property management policy.

C. EQUIPMENT STARTUP

1. Turn the monitor ON at the Test Center Administrator station. (The computer remains on at all times*).
2. Verify that the telephone is operating by listening for a dial tone and making sure that the telephone is firmly placed on the hook. Report any telephone problem immediately by going to a nearby office if possible to use their telephone, using your personal cell phone or leaving the office and going to the closest pay telephone. If reporting telephone trouble, use the Emergency phone list and report it to Tier 1 support. Also, if a Test Center Administrator must leave the office to go to an outside telephone, they must make sure the office is locked and they take the keys with them.
3. Verify the operational condition of the equipment, making sure to report any abnormality or suspected abnormality. Keep in mind that abnormalities can sometimes be detected by sound. Test Center Administrators should be aware of normal operating noises and become sensitive to any indication of change. Should something unusual be detected, report it at once.
4. Turn on the monitor at each workstation. Logon to each workstation using the confidential PSI password. This password must remain confidential and not be told to any other persons.

D. PREPARING FOR THE FIRST EXAMINATION SESSION

1. The office should be neat and clean before the arrival of any candidates. Make sure that there are no fingerprints or dust at any of the workstations. Chairs should be checked for lint or damage, and positioned uniformly at each station. Look around the office to make sure that everything is in place. Make sure that all trash containers are empty. If not, empty them before the candidates' arrival and dispose of the trash.
2. 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.

*Not applicable to 3rd party test centers.

Workday Closing Checklist

A. STORING TEST CENTER SECURE ITEMS

The following items are secure examination center items and must be safeguarded in a locked cabinet until the next day of testing:

1. **Official Candidate Sign-in Register** – Place the roster page(s) identifying candidates scheduled for examination today (which were computer generated) into a file. These pages are a permanent record of the day's candidates, with candidate signatures and the Test Center Administrator's identification verification. Always store the register in the file cabinet and keep the cabinet locked.
2. **Scratch Paper and Supplemental Forms** -- Ensure that the supply of scratch paper and the used, signed scratch paper is secured in the locked cabinet. Supplemental forms should be handled the same.

B. SCRATCH PAPER

1. Scratch paper used by candidates, even if it is turned in blank following the examination, is always treated as a controlled item in the test center. NEVER throw a piece of scratch paper in the trash.
2. Following each examination session, collect the scratch paper from each candidate and ensure the date and candidate's name is on his/her sheet of scratch paper. Retain these pages in the file cabinet in specially marked folders. (Scratch paper is a controlled item and must be kept secure.)
3. Keep each of the previous three weeks scratch paper in a separate folder. After three weeks, discard the old scratch paper by shredding it.

C. PREPARING INCIDENT REPORTS AND EQUIPMENT TROUBLE REPORTS

An incident report must be completed for any unusual event that occurred during the day's examination sessions -this includes equipment trouble. Before submitting the report, verify that the contents of the report are clear and accurately document the sequence of events that occurred. Incident Reports are official PSI documents that can be used in the court of law – they should be written with professionalism, should not include your opinion and submitted electronically.

1. An incident report must always include the following details:
 - a) Who – the persons involved
 - b) What is the reason for the report
 - c) The actions you took to remedy the situation
 - d) The results of your actions
2. Any exam security breach or site security incident occurring at the test center must be reported using either the Security Breach Report form or Test Center Report form found on the Test Center Administrator Intranet page also known as the Test Administration Portal.

D. FORWARDING MAIL SHIPMENTS

1. Follow local test center policy with respect to the preparation and forwarding of U.S. Mail and FedEx shipments from the test center.
2. At our owned and operated test sites, Test Center Administrators should have a supply of FedEx standard packaging items and will use their website to generate shipping labels for use in forwarding documentation and equipment to PSI in Glendale, Olathe and Las Vegas.
3. Occasionally there may be packages that require special handling. Contact PSI for packaging and shipping instructions.
4. On the electronic shipping log, Test Center Administrators at owned and operated sites must list the contents of envelopes or packages sent to PSI the day the envelopes were sent. For example:

FedEx Envelope Paper & Pencil exams (1) & answer sheets
Candidate Jane Doe SSN 123-45-6789 Tracking # 1Z8145736895
Prepaid Envelope#1 Exam Rosters from 5/12/09 to 5/17/09

E. EQUIPMENT STATUS CHECK

1. Before leaving the test center, ensure that the printer/copier/fax has an adequate supply of paper and that the toner display indicator is normal.
2. Verify the Test Center Administrator Server is still **on** (but logged out), and the Test Center Administrator monitor is off.
3. Verify the computer workstations are still **on** (but logged out), and that the monitors are turned off.

F. HOUSEKEEPING

1. The test center may receive janitorial service, including emptying trash and vacuuming. If not, the Test Center Administrator is responsible for vacuuming, removing trash, and general cleaning in the office.
2. The Test Center Administrator is responsible for ensuring that all work surfaces including the Test Center Administrator desk, candidate computer workstations, fingerprinting stations, computer monitors, keyboards, mice and office furniture is wiped down and clean. The Test Center Administrator area should also be neat and orderly in appearance and ready for the next session.

G. CLOCKING-OUT

Upon the conclusion of the exam session and after cleaning/maintenance has been completed, the Test Center Administrator working at a PSI owned and operated center, must accurately document the hours worked using the electronic timesheet.

H. SECURING THE FACILITY

1. When leaving the test center for the day, it is the Test Center Administrator's responsibility to ensure that the door is securely locked behind them.
2. Follow any local requirements at the test center concerning securing an exterior

door or using an access code system to exit.

Candidate Identification & Check – in

A. INTRODUCTION

1. 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).
2. The PSI Test Center Administrator is likely to be the only PSI employee the candidate will ever meet. Since most candidates have some anxiety about the test itself, the first step in making the examination experience as pleasant as it can be is greeting the candidate courteously and professionally at the test center. This is where Test Center Administrator decorum and preparedness are invaluable assets to PSI in fulfilling our standards for test center operation, examination administration, and candidate service.
3. In greeting the candidate, provide basic information about the test center and the location of coat rack, restrooms, and water fountain.
4. 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 Test Center Administrators responsibility to verify the identity of the person who shows up at the test center by requesting to see a valid photo identification.
5. Typically, the identification process is routine. Be alert to the possibility of deceit and attempted misrepresentation.
6. 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.

B. ACCEPTABLE FORMS OF IDENTIFICATION

- A. The PSI Candidate Information Bulletin (CIB) or Client produced documentation specifies what is required and advises candidates to contact PSI if there is difficulty in providing such identification. Test Center Administrators should refer to the CIB to become thoroughly familiar with the identification instructions provided to candidates before they report to take the examination.
- B. Candidates appearing at a test center must provide one valid; government issued form of identification, which bears their pre-printed legal name, signature, date of birth, and contains a picture. In some cases, a second identification may be required depending on the contract.

Acceptable forms of primary identification include, but are not limited to, the following:

- Driver's license
- Military ID

- School ID (for TX Cosmetology exams)
- Passport

Acceptable forms of secondary identification include, but are not limited to:

- Social Security card
 - Voter Registration card
 - Credit card
 - Bank card
3. Physical features change occasionally. A candidate's current appearance may differ from a photograph only weeks or months old with respect to hair color and length and such characteristics as degree of baldness. 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 and that although weight may also change it should not differ dramatically from the description.
 4. Test Center Administrators should always check the photo on file for the candidate's previous exam attempt (if any) and compare against the photo on the ID as well as the individual who is attempting to take the exam.
 5. If a candidate arrives at the test center without appropriate identification, the Test Center Administrator should verify with the candidate he/she cannot produce the identification required then dismiss 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.
 6. Test Center Administrators should obtain the candidate's identification then check the roster to verify that the candidate is scheduled for that date and time. After confirming the candidate's scheduled for an examination, the candidate should sign the roster and the Test Center Administrator should verify 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.

C. THE OFFICIAL CANDIDATE ROSTER

1. 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.
2. The official candidate roster must never leave the test center without direct permission from the Supervisor of Field Operations. It is a confidential document and must be secured at the end of each business day and on nights, weekends, and holidays.
3. On the 2nd and 16th day of each month, all PSI rosters generated from the Atlas Test Center system should be mailed to PSI Olathe, KS.
4. Do not allow candidates or visitors to the test center to gain access to the

- official candidate roster.
5. The roster becomes the official log entry for all candidates who took the examination. The roster becomes the official record of examinations administered at the test center. Test Center Administrators should draw one line through any mistakes and place their initials immediately after and make any corrections carefully.
 6. 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).

D. SIGN-IN PROCEDURES

2. After confirming the candidate's scheduled examination against the computerized daily exam roster, Test Center Administrators should:
 - a) Require the candidate to sign the daily roster, which becomes the official logbook record of the candidate's check-in and compare the signature in the logbook with that on the identification.

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

- b) Please refer to the Candidate Information Bulletin (CIB) or Proctor Instructions (PI) for the specific exam rules. Ask the candidate if he/she is carrying or concealing any books, notes, papers, recording devices, briefcases, pagers, cell phones, or other materials. Personal items such as handbags may not enter the test center premises. To further ensure examination integrity, request that the candidate leave any personal items that cannot be taken into the test center, in a locker or locker bag. If you have any questions or concerns, contact a supervisor.
 - c) The Test Center Administrators must verify the identity and the examination for which the candidate is registered. If any of this information is incorrect, utilize the Name Discrepancy document (if applicable) or call tier 1 support.
 - d) Provide each candidate with one sheet of the authorized colored scratch paper for use during the examination. The top portion of the scratch paper must be completed (however, under no circumstance should a candidate's full social security number or login/password information be pre-written on the scratch paper). You must collect the scratch paper at the completion of the candidates' exam. If a candidate requests an additional sheet of scratch paper, one may be distributed to the candidate in exchange for the used scratch sheet. The top portion of the scratch paper must also be completed.
3. Next, you will read to the candidate, the Test Center Administrator Check-In Speech (the most up to date copy is available on the Test Center Administrator Intranet page under Useful Forms-Test Center Documents. This speech will provide information to the candidate and explain to the candidate our exam security policy. The Test Center Administrator must read the speech verbatim.
4. Explain to the candidate that if he/she would like to make a comment on a question during the exam, they must use the "Comments Key" or F8 key.

Either PSI or the Client will later review these comments.

5. Direct the candidate to the assigned workstation.
6. After the candidate is seated, he/she will again confirm onscreen identification information and will be presented with the PSI Examination Tutorial, an introductory lesson designed to familiarize the candidate with the computer process. A copy of this tutorial is provided in the Appendix section; Test Center Administrators should become familiar with the tutorial to help the candidate be at ease about how simple the examination process really is.) A series of prompts will instruct the candidate that once the examination option is chosen, the tutorial will not be able to be retrieved again.

E. SIGN-OUT PROCEDURES

1. Retrieve the candidate's sheet of authorized colored scratch paper for use during the examination if one was issued.
2. Retrieve any exam aids (figure booklet, plan set, power wheel, etc.)
3. Inspect reference books for unauthorized writing and/or highlighting that may have occurred during the exam. **(If writing and/or highlighting is discovered, you must contact PSI immediately by calling a Regional Site Supervisor).**
4. Ensure all personal items are retrieved from the locker or locker bag.
5. Give the candidate any applicable forms such as score report, license application or blank registration form.

Exam Interruption

If a candidate experiences an interruption of an exam, it's important to first notify your supervisor, line manager or channel manager then report the degree of the impact.

EXTERNAL INTERRUPTION

Defined as power outages, fire drills, mandatory evacuations and/or area outages.

1. Notify your supervisor, line manager or channel manager.
2. Wait 45 minutes for the issue to be resolved.
3. If after 45 minutes issue is not resolved, the Test Center Administrator is to dismiss candidates.
4. The Test Center Administrator must provide a list of all the candidates who were impacted by the interruption to his/her line manager, supervisor or channel manager. This list includes the candidates name, test they were scheduled to take as well as the candidate identification number.
5. The Test Center Administrator must also complete a Test Center Incident Report.

INTERNAL INTERRUPTION

Defined as technical interruption or a medical emergency.

1. Notify your supervisor, line manager or channel manager.
2. Wait 45 minutes for the issue to be resolved.
3. If after 45 minutes issue is not resolved, the Test Center Administrator is to dismiss candidates.
4. The Test Center Administrator must provide a list of all the candidates who were impacted by the interruption to his/her line manager, supervisor or channel manager. This list includes the candidates name, test they were scheduled to take as well as the candidate identification number.
5. The Test Center Administrator must also complete a Test Center Incident Report.

Test Center Schedule

A. FORMAL TEST CENTER SCHEDULE

1. It is mandatory that the test center is open for examinations on any scheduled day in accordance with the scheduling and registration procedures established by our Sessions Management Team.
2. Test center operations are carefully coordinated to ensure that candidates are accommodated with convenient examination appointments and that our centers are open to provide the number of test sessions to meet candidate requirements.

B. TEST CENTER SCHEDULE APPROVAL

1. The formal examination schedule and work hours for the test center will be coordinated with, and approved in advance by PSI. Test Center Administrators can verify the number of days the test center will be open and the number of sessions scheduled using Atlas.
2. All scheduling conflicts must be reported immediately to PSI.

C. PSI US HOLIDAY LISTING

New Year
Martin Luther King
Memorial Day
Independence Day
Labor Day
Thanksgiving
Day after Thanksgiving
Christmas
Day after Christmas

(If a Holiday falls on a Weekend, test centers will normally be closed on either Friday or Monday)

Authorized Test Center Use, Access and Key Control

The purpose of this procedure is to provide guidance and instruction to Test Center Administrators concerning authorized use of and access to PSI Test Centers.

A. HOURS OF OPERATION

1. The regular schedule and normal hours of operation for each owned and operated examination center will be established by PSI and communicated to all Test Center Administrators as frequently as required in accordance with candidate examination needs and contract requirements.
2. Test Center employees are responsible for checking test session schedules for **all** testing platforms on a daily basis (including, but not limited to PSI_Pan).
3. Test Center Administrators who do not show to work a session or leave early without checking the session schedules to confirm if there are candidates scheduled, are subject to disciplinary action up to and including termination of employment or removal of TCA credentials.
4. If there is uncertainty regarding the test center schedule, the Test Center Administrator must contact PSI to confirm if there is a scheduled session.

B. AUTHORIZED TEST CENTER USE

1. PSI owned and operated test centers have been established for the sole purpose of administering license and certification examinations to candidates.
2. PSI owned computers and network system in the test centers have been installed exclusively for the administration of PSI license and certification examinations, electronic fingerprinting services and license application and printing processes. This equipment and software must not be used for any other purpose, either during regular test center hours of operation, or after hours for any reason whatsoever unless approved by your supervisor.

C. AUTHORIZED TEST CENTER USERS

1. Only PSI test center staff, PSI management, examination candidates, and visitors approved by PSI Headquarters are authorized to use the PSI owned and operated test centers.
2. A family member or friend who has perhaps provided transportation will occasionally accompany candidates to the examination center. Visitors are **not** permitted to wait for candidates on the test center premises.
3. 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.

4. Parents may not bring small children and leave them unattended in the test center. PSI does not provide for babysitting services. Any licensure or certification candidates who arrive with children, must be turned away.

D. AUTHORIZED TEST CENTER VISITORS

1. The Test Center staff should be aware that occasionally staff members representing our clients may schedule a routine visit to the test center or make an unannounced visit to the test center on official business.
2. PSI will notify the Test Center Administrator if it is aware of such a visit, identifying authorized individuals. Whenever a state representative makes an official visit to the test center, the Test Center Administrator must ask to see appropriate identification. PSI will provide specific guidance concerning the security arrangements that have been coordinated in advance for such visits.
3. If state representatives arrive and are not scheduled, Test Center Administrators must ask for appropriate identification, then contact PSI headquarters prior to discussing any procedures or policies with the individuals.
4. At times, PSI management will invite prospective clients or licensing and regulation officials to visit the test center to observe the facility and exam operations. On such occasions, specific guidance will be provided by PSI management concerning the agenda and any special arrangements.

E. SOLICITATION

Solicitation is not allowed in the test center. Should a solicitor enter the test center, promptly inform him/her of this policy. In the event a solicitor becomes a nuisance or refuses to leave, contact the building property management office immediately.

F. KEY CONTROL

1. All test center keys are controlled and issued in accordance with the directions of PSI, property management or site ownership.
2. If the Test Center Administrator has been issued a key to the facility, it is their responsibility to safeguard the key and, in the event of loss, to report it missing immediately to their Supervisor and Property Management.
3. In addition to the facility key, if an access code has been issued to any area of the PSI facility, it is equally the Test Center Administrator's responsibility to safeguard the code and not release it to any unauthorized building user. In such case, the authorized users include PSI management and test center staff only. At no time may access codes be given to a candidate.

4. Test Center Administrators are not authorized to make a spare key without the permission of PSI or site owner. In the event a copy must be made, it will be done at the request of your site owner, supervisor or member of the PSI operations team.
5. Keys to any locking cabinets or lockers in the test center are also subject to the same controlled handling procedures described in this procedure. Test Center Administrators will receive specific instructions from PSI concerning spare cabinet or locker keys.

G. AFTER-HOURS ACCESS TO TEST CENTER*

1. Normally, there will be no need for Test Center Administrators to reenter the PSI test center after the close of business, on weekends, or on holidays.
2. Should any special conditions arise that would require Test Center Administrators to do so they must inform PSI and receive authorization.
3. On any occasion in which a Test Center Administrator must reenter the facility after hours for any reason, he/she must ensure the procedures in Section 2, specifying the test center closing checklist, are followed AND must submit an incident report stating the purpose for being on site after-hours.

*Not applicable to 3rd party test centers.

Exam Security and 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.

A. POLICY STATEMENT

1. Before the candidate can begin his/her examination, the candidate must certify that he/she:
 - a) Will not give or receive unauthorized assistance while taking the examination;
 - b) Will maintain the confidentiality of the examination;
 - c) Understands that violating the confidential nature of the examination can result in severe penalties.
2. The candidate will be asked to read the statement once he logs on to his assigned workstation.
3. The candidate will be asked to click "Agree" before being able to proceed to the tutorial and his exam.
 - a) A 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 a test center incident report.

B. CANDIDATE MISCONDUCT

1. In the event you observe or suspect a security violation, collect as much facts about the incident which includes your observations and suspicions prior to contacting the help desk, your supervisor, line manager or channel manager.
2. Once you have reason to believe misconduct may be taking place and have paused the candidate's examination, you are to quietly remove the candidate from the testing room.
3. With the candidate in the check-in area you are to confront the candidate regarding the specific concern. If you suspect the candidate has unauthorized materials including but not limited to notes, cell phone, electronic devices, etc. you are to ask the candidate for said material and if possible confiscate it for review.
4. If you have determined that there is no evidence of misconduct, the candidate(s) should be allowed to return to the testing room to resume their examination.
 - a) After the issue has been resolved you are to contact the Help Desk to inform them of the incident. (The Help Desk records this incident within the Help Desk ticketing system).
5. If you have determined there is evidence of misconduct such as notes, a cell phone or other prohibited items found, you are to contact the Help Desk immediately for guidance.
 - a) Provide your description of the incident and the help desk representative

- will provide you with the next steps.
6. You are to then fill out a Security Incident Report (SIR) for either a suspected or confirmed incident.
 - a) The SIR should include the candidate name, identification number and a description of the incident.

Please note: Any confiscated materials should be secured at the test center. If the misconduct included writing on the candidate's body, the writing should be washed off before the candidate leave the site.

Utilities and Environmental Factors

This procedure is to provide guidance and instruction to the Test Center Administrator concerning the provision of utilities to the test centers, the standards for environmental conditions for examination center operations, and the reporting requirements related to unacceptable service.

A. TEST CENTER PROPERTY MANAGEMENT RESPONSIBILITIES

1. PSI Headquarters will provide each owned and operated test center with details concerning the responsibilities of the respective PSI examination center property management offices for the provision of adequate utilities and environmental factors related to examination center operations. This may include, but is not limited to, the following (some local variations apply):

- Electricity Heat Lighting
- Security/safety (locks)
- Parking lot (free of safety hazards, cleaned regularly) Janitorial (trash, vacuuming)
- Housekeeping of common area Signage
- Visitor control (unacceptable behavior of tenants, etc.)

2. Test Center Administrators should be familiar with the property management staff and communicate regularly with them to ensure that our requirements for continuous high standards of operation are monitored as a normal part of PSI test center operations.

B. REQUESTING ROUTINE SERVICE

1. Routine service calls should be placed promptly whenever Test Center Administrators notice such things as light bulbs flickering, loose doorknobs, or fraying carpet, etc.
2. Test center personnel should be aware of normal response time on the part of property management and allow for a reasonable time in which to expect service.
3. If there is no response within the reasonable time, place a second call to property management. Emphasize that PSI is responsible for providing standard examination conditions as a normal part of our service contract and that we must have uniformity from one examination session to another in consideration of all examination candidates and our commitment to State and National government agencies.
4. Whenever an emergency service call is issued, notify your supervisor, line manager or channel manager immediately. Test Center Administrators at an owned and operated test center are not authorized to incur any monetary obligations for service calls to the test center.

C. REQUESTING IMMEDIATE SERVICE

1. If the test center experiences a dramatic degradation of service that is affecting or is likely to affect examination conditions and result in candidate complaints during the test session, report the condition immediately and request immediate service.
 - a) Such conditions would usually be related to temperature and/or humidity control and thus the operation of the heating, ventilating, and air conditioning (HVAC) systems.
2. Test Center Administrators should always request priority response to such requests due to the nature of the test center operation.

D. REPORTING AND DOCUMENTING UTILITY AND ENVIRONMENTAL PROBLEMS

1. Test Center Administrators must contact a Supervisor immediately if experiencing a dramatic temperature control problem that was reported to property management on an immediate response basis.
2. Prepare and distribute to the candidate, a Reasonable Accommodation Waiver or Exam Interruption form if such a condition affects the examination administration process or if a candidate has complained about the poor conditions. Completed forms must be stored at the test center for a minimum of 3-months. After 3 months, the forms may be shredded (applicable to California, USA sites only).
3. The Test Center Administrator **must** submit an incident report documenting any condition affecting the examination administration process or if a candidate has complained that the examination process has been adversely affected by the conditions in the examination room.
4. Maintain a log at the test center of all utility and environmental requests submitted to property management. This record should indicate the type of request, the date the request was made, the date the service was corrected, and any pertinent information for historical purposes.

Supply Inventory

This procedure is to provide guidance and instruction to the Test Center Administrators working at a PSI owned and operated test center concerning responsibilities for maintaining the inventory of PSI equipment, furniture, and supplies contained in the examination center.

A. TEST CENTER PROPRIETARY INVENTORY CONTROL FORM

1. A master PSI Test Center Inventory Control Form will be issued from PSI for each test center effective upon site initiation date.
2. The initial master inventory will include all hardware items that comprise the server network and the computer workstations. Serial number tags identifying the equipment within the PSI master equipment inventory will be affixed to each piece of equipment as it is installed. This inventory tag must not be removed from the piece of equipment, as it is a permanent record for maintenance and security purposes.
3. The initial master inventory will also include the fixed furniture items in the Test Center Administrator's office, the reception area, and the examination room.
4. When the Test Center Inventory Control Form is issued, it will be maintained as part of this procedure and subject to the manual update procedures specified in Section 1.
5. Test Center Administrators must maintain a monthly inventory control of administrative and office supplies. This inventory includes registration forms, bulletins, licensing forms, etc. This form must be submitted electronically to PSI from the Test Center Administrator Intranet page by the requested date located at the top of the electronic form.

B. AUTHORIZED SUPPLIES

The typical expendable supplies authorized at each PSI test center include such items as fax paper, file folders, envelopes, pencils, pens, markers, tissues, cleaning supplies, batteries, first aid items, etc.

C. OFFICE SUPPLY ORDERS

1. PSI maintains a national account for the purchase of supply items that are routine expendables at the examination centers.
2. Requests for replenishment will be made using the office supply order form found on the Test Center Administrator Intranet page. The order form will be submitted in accordance with the instructions in this procedure.
3. Test Center Administrators maintain an inventory of the items in the test center, monitoring their use on a regular basis to ensure that they don't reach a critical low level that would require a special order. It may take up to two weeks to receive supplies.

D. SUPPLY INVENTORY

Space is limited at the test centers; therefore, it is good practice to keep an adequate supply of these expendable items on hand, but not to maintain a large inventory that will require a considerable amount of storage room.

E. SPECIAL REQUESTS

Any special requirements should be brought to the attention of your Supervisor. If a Test Center Administrator makes a special request for a supply not on the inventory form, the request should indicate why the item is required and how it will be used. Approval for such requests is at the discretion of PSI company management.

F. RESPONSIBILITIES

1. PSI is responsible for issuing the initial Test Center Inventory Control Form and for updating and reissuing the form periodically as required to reflect equipment location changes, equipment acquisitions or removals, and furniture acquisitions and removals.
2. The Test Center Administrator is responsible for maintaining the Test Center inventory.
3. The Test Center Administrator is also responsible for providing information to PSI Headquarters concerning equipment/furniture condition changes. For example, if a piece of furniture is damaged or in need of repair or replacement for any reason, this must be communicated to PSI by sending an email to your regional site supervisor.
4. Test Center Administrators should closely inspect the inventory of furniture and equipment on a regular basis to ensure familiarity with the condition of all items and to be alert for any reportable changes in condition.

Email, Copier, Printer, Telephone and Fax Usage

The purpose of this procedure is to provide guidance and instruction to the Test Center Administrator concerning the authorized use of the PSI test center email, telephone, copier, printer and facsimile equipment and to establish procedures for service and maintenance.

A. AUTHORIZED USE

1. The PSI owned and operated test center email, telephone, copier, printer and fax are for the exclusive use of the Test Center Administrator in communicating with PSI headquarters concerning the administration of examinations and fulfilling the routine office administration requirements of the test center.
2. It is critical that the lines be available to PSI personnel for the transmission of candidate information required to conduct the examination administration sessions.
3. The only incoming calls, emails and faxes to the test center should be directly related to examination, electronic fingerprinting and license management services (where applicable); i.e., those calls, emails and faxes coming in from PSI headquarters or calls related to property management or required deliveries.*

IMPORTANT NOTE:

The test center email address, telephone and fax numbers are unpublished and are **NOT** to be released to candidates (not applicable in California, USA).*

The telephone number is known to property management and will be used by facility service providers.

Do not give out extensions or names of PSI personnel unless specifically authorized. Direct candidates to call 1-800-733-9267 if they have questions or concerns.

Keep all lists of PSI phone extensions away from the view of candidates

B. CANDIDATE USE OF TELEPHONE

The PSI test center telephone **is not** to be used by candidates. Test Center Administrators must know the location of the nearest public telephone to the examination center and direct the requesting candidate to use that phone. Inform anyone requesting to use the center telephone that it is against company and test center policy and that no exceptions can be made.

*Not applicable to 3rd party test centers.

Special Accommodations

The purpose of this procedure is to define PSI's philosophy of service to candidates who might have difficulty being fairly evaluated under standard examination administration practices and procedures.

A. AMERICANS WITH DISABILITIES ACT (ADA)

1. The PSI Candidate Information Bulletin contains a section that informs candidates, who may have difficulty in taking the examination, of the procedures to request the accommodations. PSI headquarters will contact the Test Center Administrator for the requested test center to arrange the specific accommodations and schedule the exam.
2. Candidates who arrive at the test center for a scheduled examination who have not made a prior request of PSI for a special accommodation should be offered the opportunity to take the exam without the accommodation and informed that they should contact PSI if this is not acceptable.
3. The accommodations offered are unique to the special needs of each candidate. Possible accommodations include, but are not limited to:
 - Extended time for the examination
 - An oral examination by PSI authorized personnel only.
 - A paper and pencil examination
 - A magnifying screen
 - An elevated monitor
 - A dedicated Test Center Administrator
4. Candidates with blood sugar disorders are not required to get prior authorization for small hard candy items at the examination station. Have the candidate remove the items from the plastic wrapper as this could cause a distraction to other candidates.
5. PSI complies with the standards set forth within ADA. Test Center Administrators should make every effort to assist in the accommodation and examination needs of candidates with disabilities.
6. If a candidate appears to be having difficulty taking an examination, the Test Center Administrator should inquire if there is anything that can be done to improve the candidate's examination experience. Actions such as adjusting the contrast of the monitor, adjusting the chair height, or adjusting the screen angle should be undertaken immediately.

Appendix A

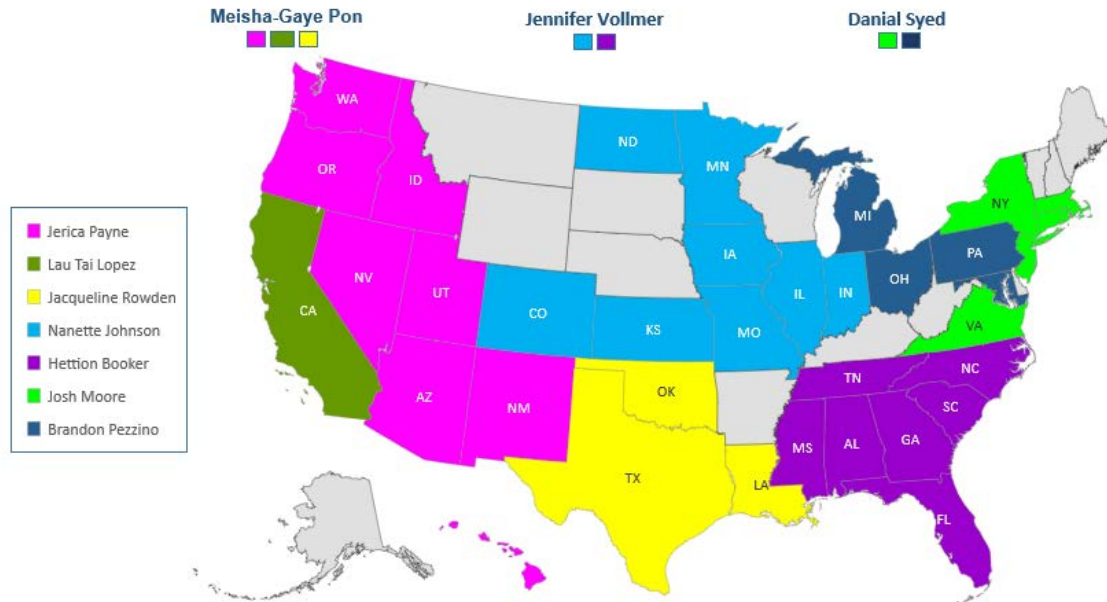
Escalation Matrix – Global Channel

Sr. No	Subject	Contact information	Supporting document
1	TCA password reset	<u>siteadmin@psionline.com</u>	TCA to send email with their account details.
2	TCA account locked	<u>siteadmin@psionline.com</u>	TCA to send email with their account details.
3	TCA to be added / deleted	<u>siteadmin@psionline.com</u>	Site owner to send email with reason for adding / deleting the TCA & the attached filled document.
4	Site schedule change request	<u>sitadmin@psionline.com</u>	Site owner to send email with reason & the attached filled document.
5	Site relocating / change of address	Send mail to your Channel Manager who shall inform the next steps.	Site owner to send mail with reason for relocating 30 days prior to shifting. Also, share the all details in the attached form.
6	Site closed for Holidays	<u>siteadmin@psionline.com</u> and Channel Manager	Site owner to send mail 30 days prior to center closure date. Note – Last minute requests for holidays will not be entertained.
7	Site closed for renovation	<u>siteadmin@psionline.com</u> and Channel Manager	Site owner to send mail 30 days prior to center closure date. Note – Last minute requests will not be entertained.
8	Any Technical issue	a) Mail - <u>estech@psionline.com</u> b) <u>Call Tech Support: +1 702 939 6777 & 800 367 1565 ext. 7193</u> c) <u>Live chat – Admin machine</u>	TCA / Site owner can use any 1 of the 3 options: Send mail and explain the scenario, Call the tech team & also chat via Live Chat from the admin machine.
9	Candidate reschedule	a) Candidate to contact candidate care team at: 1 800 733 9267 b) Candidate can send mail at: <u>examschedule@psionline.com</u>	TCA / Site owner to share these details with the candidate.
10	Candidates name is incorrect (extra or less alphabet) Or Candidate chose wrong language.	a) Candidate to contact candidate care team at: 1 800 733 9267 b) Candidate can send mail at: <u>examschedule@psionline.com</u>	TCA / Site owner to share these details with the candidate.

Appendix B

Escalation Matrix Domestic Channel (Owned and Operated)

Domestic Test Center Network- Owned and Operated Management



LauTai Lopez	M: +1 818 331 2556 F: +1 818 484 2537 E: LTlopez@psionline.com	Hettion Booker	M: +1 913 787 2768 F: +1 818 484 2851 E: hbooker@psionline.com
Jerica Payne	O: +1 702 939 6738 M: +1 818 736 7283 F: +1 702 920 8318 E: jpayne@psionline.com	Joshua Moore	O: +1 702 939 6738 M: +1 818 736 7283 F: +1 702 920 8318 E: jpayne@psionline.com
Nanette Johnson	O: +1 800-367-1565 x 7408 M: +1 818-813-1849 F: +1 989-688-5951 E: njohnson@psionline.com	Brandon Pezzino	M: +1 816.656.1857 F: +1 913 273 0915 E: bpezzino@psionline.com
TBD	O: +1 913 895 4762 F: +1 913 273 0915 M: +1 913 424 3278 E: TBD@psionline.com	TBD	O: +1 913 895 4762 F: +1 913 273 0915 M: +1 913 424 3278 E: TBD@psionline.com

Appendix C

This form must be completed for all 3rd party site schedule change requests.



Site Schedule Change Request Form

ATLAS Site ID: _____ Site Name: _____

City: _____ Country: _____

For Schedule Changes - Enter New Site Schedule Here

Requested schedule: _____ Effective date of Change _____

Day of Week	Start Time	End Time	# of seats
Sunday			
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			

For Site Closures (Notate specific dates)

Date of Closure	Reason for Closure

Continue on next page if needed...

Request forms should be submitted 30 days in advance from change/closure date to siteadmin@psionline.com.

Site Contact: _____ Email: _____



Appendix D

TCA Change Request Form



Testing Center TCA Changes

Site Number:

Site Name:

City & Country

List Current TCAs here:

ROLE	Contact Name	Contact Number	Mobile Number	Email Address
Primary Proctor				
Secondary Proctor				
Secondary Proctor				
Secondary Proctor				
Secondary Proctor				
Secondary Proctor				
Secondary Proctor				

List TCAs to be removed here:

ROLE	Contact Name	Contact Number	Mobile Number	Email Address
Primary Proctor				
Secondary Proctor				
Secondary Proctor				
Secondary Proctor				
Secondary Proctor				
Secondary Proctor				
Secondary Proctor				

Date: _____

Primary TCA Signature: _____



Appendix E

Start of Day Checklist


The Test Center Administrator must complete this checklist (on test days) before the 1st candidate is checked-in for the day. If there is anything that is not working correctly at your test center, kindly inform your Channel Manager or Supervisor for further assistance.

Site will need to keep records for 3 months. Scanned copies of the same could be requested on physical audits, Investigations, etc.

Start of Day - Checklist			
Site Code:		Site name:	
Address			
TCA name:		TCA Contact No:	
Sr. No	Daily Checks	Yes / No	Comments (if No)
1	Is the testing center clean and professional in appearance?		
2	Is the testing room free from noise (conversations, phones, fax machines, copiers, telephones, etc.)?		
3	Is the testing room an enclosed room? Free of other activities, people walking through?		
4	Is drinking water available?		
5	Are the washrooms clean?		
6	Are the testing machines powered on / working fine?		
7	Is the Admin / Check-in machine working fine?		
8	Is the Air conditioner / heater working?		
9	DVR is functioning properly?		
10	Have you taken a DVR recording backup of the previous days testing?		
11	Is the DVR recording mode on?		
12	Is the DVR machine Date and Time as per Current Date and Time?		
13	Date in DDMMYYYY FORMAT		
14	Time in 24Hrs format		
15	Is there enough space in the Internal HDD?		
16	Is the camera covering the Admin / Check-in area in such a way that candidates can be identified?		
17	Did you start the DVR recording 15 mins prior to the test start time?		
Any other feedback			

Appendix F

Candidate Log/Break Sheet

<u>Candidate Log Sheet</u>									
Date	Testing ID	Candidate Name	Candidate Signature	Start Time	Candidate Signature	End Time	TCA Name	TCA Signature	

This Log/Break Sheet must be used by all Test Center Administrators (this includes 3rd party and owned and operated sites).

The candidate will be required to first enter the date, testing ID, name, signature and time when they first enter the test room. If they leave the test room for a break they will sign out. On entering, they will sign-in once again.

On leaving the test center at the end of the exam, the candidate will again sign out.

Sites will be required to maintain the log sheet for a period of 6 months. Scanned copies of the same could be requested on physical audits, Investigations, etc.*

*Not applicable to owned and operated test centers. Logs will be included in your biweekly mailings to K

Candidate Information Bulletin, 13, 15
Emergency
Emergency Preparedness, 6
External emergencies, 6

Internal emergencies, 6
Telephone Numbers, 6
Incident Report, 17