Pump Systems Assessment Professional (PSAP) Certification Program

PROCTOR GUIDEBOOK

Effective Date: October 12, 2017
RESPONSIBILITIES OF PROCTORS

Proctors assist HI in maintaining the security of the examination materials, both before and after the administration of the examination, and ensuring that the environment is conducive to test taking and is as comfortable as possible for candidates.

Specific responsibilities of proctors include:

- checking-in and admitting candidates as they arrive at the test site;
- answering questions commonly asked by candidates (e.g., "Will there be any breaks during the examination?");
- seating candidates;
- maintaining the security of examination materials;
- distributing, collecting and accounting for examination booklets, calculators and related materials;
- monitoring candidates during the administration; and
- ensuring that the testing room is quiet and free of distractions.

Proctors should not eat, drink, read or converse with each other at length while in the testing room. Proctors should NOT discuss examination questions with candidates or comment on any aspect of the examination, other than procedure, at any time during or after the examination administration.

TEST SITE PROCEDURES AND GUIDELINES

Maintaining a Comfortable Environment That Is Conducive to Testing

PSAP candidates should be viewed as "customers" or “clients” of the certification program. Interactions with candidates should be conducted in a professional, courteous, and friendly manner. Questions and problematic situations should be responded to promptly and resolved as satisfactorily as possible. It is important that candidates be made to feel as comfortable as possible within the constraints required to maintain a standardized and secure test administration.

Proctors also should be alert to any situations that may be distracting to candidates and, whenever possible, work quickly to eliminate or minimize these distractions. Examples of distractions include extremes in room temperature and noise coming from outside the testing room.

Candidate Sign-in

Candidate sign-in takes place prior to the start of the testing session. Proctors responsible for signing-in candidates should adhere to the following procedures:
1. **Examine Admission Document**

Candidates approved to take the examination receive an Admission Document or letter prior to the test date. If the Admission Document has been lost or was not received, the Candidate Roster should be checked. The candidate should be admitted to the examination only if s/he is listed on the Candidate Roster.

2. **Request candidate signature and examine identification documents**

Each candidate should be asked to sign the roster in the presence of a proctor. In addition to the Admission Document, candidates are expected to present one form of valid photo identification. Ideally, this identification should also include a signature. If the candidate does not have a photo ID, s/he should be asked to present another form of identification (e.g., driver's license without photo, employee identification card) and then be admitted to the examination. The lack of a photo ID should be noted on the Candidate Roster. A candidate whose name is not listed on the Candidate Roster, but who has an Admission Document can be admitted to the examination with proper identification.

**Candidate Seating**

Candidates should be seated as soon as the candidate signs in. There must be ample space between the candidates to discourage cheating and to permit proctors to move freely about the room.

**Monitoring Late Arrivals**

Candidates who arrive late, but prior to the opening of the examination booklets, may be admitted to the examination. Report the arrival of any late candidates to HI.

**Observers and Visitors**

Only individuals who are authorized by HI are permitted to enter the testing room.

**Monitoring Candidate Behavior**

1. **Entering and Exiting the Testing Room**

Candidates are permitted to go to the restroom or get a drink of water during the test session. The candidate's examination booklet and answer sheet should be collected prior to departure and remain in the possession of a proctor until the candidate returns.
2. Leaving the Testing Room upon Completion of the Examination

Candidates who have completed the examination may leave the testing room. Once the examination and answer sheets have been returned to the proctor, the candidate is no longer permitted access to these materials. Prior to leaving the testing room, proctors will give candidates the option to complete a feedback survey. Candidates who gather outside the testing room while the testing session is still in progress should be asked to leave the area so as not to disturb candidates who have not completed the examination.

3. Distracting, Suspicious or Improper Behavior

Candidate behaviors that are distracting or disruptive to others should be reported to HI.

Candidates should be monitored for the following behaviors:

- use of materials prohibited by HI (e.g., blank paper, cell phone, other electronic device, study materials);
- removal of pages from the examination booklet;
- recording notes on anything other than the examination booklet;
- continuing to work on the examination after time has been called; and,
- giving assistance to, or receiving assistance from another candidate.

If candidates are suspected of engaging in any of the above behaviors, the proctor should:

- allow the candidate to continue the examination;
- determine whether the observation can be confirmed by a second member of the test site staff;
- report the behavior, regardless of whether it has been confirmed, to HI, and
- assist HI in completing an Irregularity Report (see Appendix A).

4. Illness of Candidate

Candidates who become ill during the examination may leave the testing room and return later. Time lost during the candidate's absence cannot be added to the testing session.
Distributing and Collecting Examination Materials

Examination booklets and answer sheets should be distributed to and collected from each candidate individually. Ensure that all candidates have a pencil. Every answer sheet and examination booklet must be accounted for before the final dismissal of candidates from the testing room.

ADMINISTERING THE EXAMINATION

INSTRUCTIONS TO CANDIDATES

(The examiner reads aloud the words written in all capital letters.)

WELCOME TO THE WRITTEN EXAMINATION FOR CERTIFICATION OF PUMP SYSTEMS ASSESSMENT PROFESSIONALS SPONSORED BY THE HYDRAULIC INSTITUTE.

RESTROOMS AND WATER FOUNTAINS ARE LOCATED_____________.

IF YOU HAVE A CELLPHONE, PAGER, PDA, COMPUTER, CAMERA, OR ANY OTHER NON-MEDICAL ELECTRONIC DEVICE IT MUST BE TURNED OFF NOW. DO NOT MERELY PLACE THESE DEVICES IN THE STANDBY OR VIBRATE MODE. FAILURE TO TURN OFF ELECTRONIC DEVICES WILL BE CONSIDERED AN IRREGULARITY AND A REPORT WILL BE SENT TO HI.

PLEASE PLACE ALL PERSONAL ITEMS ON THE FLOOR NEXT TO YOU OR UNDER YOUR DESK. YOUR DESK SPACE SHOULD ONLY HAVE PENCILS, THE EXAM BOOKLET, A NON-PROGRAMMABLE CALCULATOR, AND THE ANSWER SHEET. YOU MAY ALSO KEEP BOTTLED WATER ON THE DESK.

THE PLACE WHERE YOU ARE NOW SEATED WILL BE YOUR PERMANENT PLACE THROUGHOUT THE EXAMINATION. IF YOU HAVE TO LEAVE THE TESTING ROOM FOR ANY REASON, RAISE YOUR HAND AND A PROCTOR WILL TAKE YOUR EXAMINATION MATERIALS. ONLY ONE PERSON WILL BE PERMITTED TO LEAVE THE ROOM AT A TIME. YOU WILL NOT BE GIVEN ADDITIONAL TIME TO COMPLETE THE EXAMINATION TO COMPENSATE FOR THE TIME YOU ARE OUT OF THE ROOM.

EXAMINATION BOOKLETS AND ANSWER SHEETS WILL BE DISTRIBUTED NOW. PLEASE DO NOT OPEN YOUR EXAMINATION BOOKLETS OR WRITE ON YOUR ANSWER SHEET UNTIL YOU ARE TOLD TO DO SO. RAISE YOUR HAND IF YOU ALSO NEED A PENCIL OR CALCULATOR.

(Each candidate should be given one answer sheet and one examination booklet. Candidates should also have at least one pencil and one calculator.)

YOU SHOULD HAVE IN FRONT OF YOU ONE ANSWER SHEET, ONE EXAMINATION BOOKLET, ONE CALCULATOR, AND AT LEAST ONE PENCIL.

ON THE BACK COVER OF YOUR EXAMINATION BOOKLET IS A CONFIDENTIALITY AGREEMENT.
PLEASE FOLLOW ALONG AS I READ IT.

“BY TAKING THIS CERTIFICATION EXAMINATION FOR PUMP SYSTEMS ASSESSMENT PROFESSIONALS I AGREE THAT I WILL NEITHER COPY NOR RETAIN EXAMINATION QUESTIONS OR OTHER CONFIDENTIAL EXAMINATION MATERIALS IN ANY FORM OR BY ANY MEANS AND THAT I WILL NOT TRANSMIT EXAMINATION QUESTIONS OR OTHER CONFIDENTIAL EXAMINATION MATERIALS IN ANY FORM OR BY ANY MEANS TO ANY OTHER PERSON OR ORGANIZATION.”

PLEASE BE AWARE THAT BY TAKING THIS EXAMINATION YOU ARE EXPRESSING YOUR CONSENT TO ABIDE BY THIS CONFIDENTIALITY AGREEMENT.

WRITE AND SIGN YOUR NAME, YOUR IDENTIFICATION NUMBER, AND TODAY’S DATE ON THE COVER OF YOUR EXAMINATION BOOKLET. YOUR IDENTIFICATION NUMBER CAN BE FOUND ON YOUR ADMISSION DOCUMENT OR LETTER.

ON YOUR ANSWER SHEET WRITE YOUR NAME IN THE SPACE PROVIDED. IN THE SECTION LABELED “IDENTIFICATION NUMBER”, WRITE YOUR IDENTIFICATION NUMBER WHICH HAS BEEN PROVIDED TO YOU BY HI, ONE DIGIT PER LINE.

IN THE COLUMN OF CIRCLES UNDER THE FIRST DIGIT OF YOUR IDENTIFICATION NUMBER, FIND THE CIRCLE THAT CONTAINS THE SAME NUMBER AS THE FIRST DIGIT OF YOUR IDENTIFICATION NUMBER AND BLACKEN IT COMPLETELY WITH YOUR PENCIL. IN LIKE MANNER, FILL IN THE APPROPRIATE CIRCLE UNDER EACH OF THE DIGITS OF YOUR IDENTIFICATION NUMBER.

IN THE SECTION LABELED “EXAM FORM”, FIND THE CIRCLE THAT CONTAINS THE SAME EXAM FORM NUMBER AS THE NUMBER THAT IS ON THE COVER OF YOUR EXAM BOOKLET AND BLACKEN IT COMPLETELY WITH YOUR PENCIL.

YOU WILL HAVE THREE AND ONE-HALF HOURS TO COMPLETE THE EXAMINATION. THE QUESTIONS ON THIS EXAMINATION ARE ALL MULTIPLE-CHOICE AND CONSIST OF A QUESTION OR INCOMPLETE STATEMENT FOLLOWED BY FOUR SUGGESTED ANSWERS. READ EACH QUESTION CAREFULLY AND SELECT THE SINGLE BEST ANSWER FROM AMONG THE FOUR CHOICES. USE A PENCIL TO MARK YOUR ANSWERS IN THE APPROPRIATE NUMBERED SPACES, BEGINNING WITH SPACE NUMBER ONE OF YOUR ANSWER SHEET.

YOU MAY WRITE IN YOUR EXAMINATION BOOKLET, BUT YOU WILL RECEIVE NO CREDIT FOR ANY WORK DONE IN YOUR EXAMINATION BOOKLET. YOU MAY NOT HAVE OR USE SCRAP PAPER, TAKE NOTES, OR REMOVE ANY EXAMINATION MATERIALS FROM THIS ROOM.

THERE IS NO ADDITIONAL PENALTY FOR INCORRECT ANSWERS. THEREFORE, IT IS TO YOUR ADVANTAGE TO ANSWER ALL QUESTIONS, EVEN WHEN YOU ARE UNSURE OF THE CORRECT ANSWER.
ONCE YOU HAVE COMPLETED THE EXAMINATION PLEASE RAISE YOUR HAND AND A PROCTOR WILL COLLECT YOUR EXAMINATION MATERIALS. AT THAT TIME YOU MAY COMPLETE A SURVEY TO PROVIDE FEEDBACK TO THE HYDRAULIC INSTITUTE ON THE CERTIFICATION PROCESS AND EXAMINATION. AFTER COMPLETING THE SURVEY, PLEASE RAISE YOUR HAND AND A PROCTOR WILL COLLECT THE SURVEY. AT THAT TIME GATHER YOUR BELONGINGS, SIGN-OUT ON THE CANDIDATE ROSTER SHEET, AND QUIETLY LEAVE THE ROOM. ARE THERE ANY QUESTIONS?

(Answer candidate questions. Make certain that all candidates understand how to record their answers on the answer sheet. When all questions have been answered, continue reading the instructions.)

DURING THE EXAMINATION PROCTORS WILL BE IN THE ROOM TO ASSIST IF PROBLEMS ARISE.

ONCE AGAIN, YOU WILL HAVE A TOTAL OF THREE AND ONE-HALF HOURS TO COMPLETE THE EXAMINATION. PLEASE OPEN YOUR EXAMINATION BOOKLET AND BEGIN WORK NOW.

(Note the starting time in the margin to the right. Announce the amount of time remaining when there are 120, 60, 30, and 15 minutes remaining. At the end of the three and one-half hour timed period continue reading the instructions.)

TIME IS UP. STOP WORK AND PUT DOWN YOUR PENCILS. PLEASE REMAIN SEATED WHILE THE EXAMINATION MATERIALS ARE COLLECTED.

(Collect all examination materials individually from each candidate. Do not allow yourself to be rushed. Make a check mark next to each candidate's name on the roster when all of her/his examination materials have been turned in. Perform an inventory of all examination booklets, used and unused, and answer sheets to ensure that all materials have been accounted for.)
APPENDIX A

IRREGULARITY REPORT

<table>
<thead>
<tr>
<th>Name of Proctor:</th>
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<tbody>
<tr>
<td>Examination:</td>
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<tr>
<td>Date:</td>
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<td>Time:</td>
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Complete description of event, including names of candidates involved, and verification by other proctor staff:

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