



Exam Proctor Training Manual

Exam administration policies and procedures for security and delivery
of the NFPT Certified Personal Trainer (CPT) exam.

For: Volunteer Proctors for the NFPT–CPT Paper/Pencil Exam

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SECTION 1: Introduction

About the NFPT Proctor

A NFPT approved Proctor is a volunteer of the NFPT Certification Program, acting on behalf of NFPT to securely administer the NFPT Certified Personal Trainer (CPT) exam, in **paper form**, to a NFPT Exam Candidate. An individual who is approved to complete the NFPT-CPT exam is defined as a Candidate throughout this manual. This manual provides the NFPT Proctor with instructions for their role in the security and delivery of the NFPT-CPT exam. The NFPT Proctor must demonstrate an understanding of and comply with the following:

- Qualifications, Eligibility, Conduct, and Compliance Requirements
- Exam Ordering, Receiving, Storing, Administration, Handling, and Return Delivery Procedures
- Exam Environment/Location Requirements
- Exam Security and Confidentiality
- Disciplinary Action for Non-Compliance
- Candidate Conduct and Responsibilities

The purpose of this manual is to appropriately train the NFPT Proctor to effectively, and without incident, administer the NFPT – CPT exam. Exam administration is a standardized process that requires the NFPT Proctor to be compliant with professional standards and expectations of the NFPT Certification Program.

About the NFPT-CPT Certification Program

National Federation of Professional Trainers, NFPT, offers a Personal Fitness Trainer Certification credential which is achieved only upon successful completion of the NFPT – CPT exam. It is NFPT's mission to lead the personal training industry, through quality education and credentialing, into a future of public and government respect, trust, and confidence. As a professional fitness organization, it is our intention to provide fitness trainers with the educational tools and health and fitness resources needed to develop and enhance performance skills for the safe and effective training of clients.

NFPT offers both education and certification for fitness professionals. Our educational programs are optional and are not a requirement to take the certification exam.

The NFPT – CPT certification program encourages professional development and credentialing to the aspiring personal fitness trainer and supports the credibility and efforts of the fitness industry. NFPT certification program acts to:

- promote quality assurance
- assure safe and effective fitness program design
- enhance personal training skill sets
- facilitate job placement and career advancement
- improve personal trainer performance and effectiveness

This program qualifies the trainer to provide exercise program design to *apparently healthy individuals*, one on one, or in a small group setting. NFPT Certification provides a fundamental, back-to-basics, approach to fitness training methodologies. Candidates who successfully complete the NFPT – CPT program have demonstrated their understanding of fundamental exercise science principles for safe and effective fitness program design.

Approximately 50-60 hours of independent study is recommended for exam preparation however, the NFPT Educational offerings are not required of the NFPT Candidate to sit for the CPT exam. Successful completion of the NFPT – CPT exam is the only method by which the NFPT – CPT title will be awarded. Upon obtaining their CPT credential, the NFPT Candidate will become a NFPT Trainer, as they have demonstrated a level of competency that is required for industry recognition and acceptance. Recertification and adherence to codes of

conduct apply to all NFPT – CPT Trainers. Details of these related policies and procedures can be reviewed in the NFPT Certification Handbook, available at www.nfpt.com/documents.

A breach of NFPT professional standards, related to exam administration or conduct, will be independently investigated by the NFPT Certification Council and may result in the cancellation of the NFPT – CPT exam score and/or suspension or revocation of the candidate’s testing eligibility. The Codes of Conduct can be found at www.nfpt.com/documents

About Exam Administration

NFPT’s mission is to provide high qualifications for fitness industry acceptance through an organizational credential for consumer recognition of competence. To effectively accomplish this mission, NFPT must assure standardized processes for exam administration whereby each NFPT exam Candidate has been tested using the same criteria and methods as other subsequent Candidates. No undue advantage between Candidates will be permitted. To assure this, NFPT Certification must qualify the Proctor based on adherence to all standardized Proctor requirements described herein. Paper/pencil and CBT exam administrators will follow the same set of Proctor training standards and administration requirements for the following:

- Exam Time Limit
- Environment and Facility Standards
- Exam Security and Confidentiality

NFPT Candidates are provided with two options for NFPT-CPT exam administration, Paper/Pencil Testing and Computer Based Test (CBT).

COMPUTER BASED TESTING

NFPT’s exam vendor, ISO-Quality Testing, Inc. (IQT), is a computer-based network company that services the needs of licensing boards and credentialing agencies through exam administration. Please feel free to visit IQT at www.isoqualitytesting.com for more information on becoming a CBT location. IQT assures a standardized and secure method of delivery for the NFPT – CPT exam. CBT locations and Proctors are trained, established, managed and monitored by IQT under the authority of NFPT Certification.

IQT has secured approximately 400 CBT locations in the U.S. and abroad, which are available to NFPT Candidates for exam administration. These locations can be found at www.nfpt.com/certification/nfpt-test-site-locations. NFPT Candidates are required to take the NFPT – CPT exam via the CBT method, *unless* one or more of the following circumstances apply:

- Candidate is located 50 miles or more from an existing CBT location
- Candidate is testing with a pre-authorized group at a college/institution (*groups of 5 or more qualify*)
**A ratio of 1 NFPT Proctor to every 15 NFPT Candidates is required*
- Special accommodations require a paper/pencil exam (*review on case by case basis*)

PAPER/PENCIL TESTING

In the event that any one or more of the circumstances apply to the NFPT Candidate whereby CBT administration is not viable, an approved paper/pencil Proctor may administer the exam to the NFPT Candidate. In this case, a paper version of the NFPT-CPT exam is sent to a pre-qualified NFPT Proctor. In the case of a special accommodation, in compliance with the Americans with Disabilities Act (ADA), NFPT Certification will work with the Candidate to seek out an appropriate Proctor. In all circumstances, the Proctor must be sought out by the NFPT Candidate directly to then be verified by NFPT Certification as being eligible to serve in the capacity of a NFPT Proctor. In most cases, a NFPT paper/pencil Proctor will serve as a one-time administrator and must be pre-qualified to serve in this position based on his/her understanding of compliance requirements and have a current and relevant credential and/or work experience.

SECTION 2: NFPT Proctor Eligibility, Compliance, and Approval Process

Proctor Eligibility Requirements

NFPT paper/pencil Proctors are secured by NFPT directly upon the receipt of appropriate documents and the verification of credentials to support eligibility. NFPT may deny Proctor eligibility at its sole discretion.

All NFPT Proctors must be pre-qualified and adhere to the policies set forth which include providing NFPT with all appropriate documentation and attest to the understanding of and compliance with administration procedures. To be considered for approval, the Proctor **MUST**:

- have open lines of communication and delivery channels readily accessible:
 - provide a physical delivery address for UPS delivery
 - provide a working email that is checked regularly
 - provide an accessible phone number with available voicemail
- have proficiency in the English language
- have a teaching or education license; or currently employed in the capacity of exam administrator within a testing center or educational institution
- have a professional reference who can verify his/her credentials and character
- have NO conflict of interest (e.g. familial relationship or friendship whereby he/she benefits from the successful outcome of the Candidate's exam scores)
- have an understanding and agreement to the terms and conditions set forth by NFPT with regard to confidentiality and exam security
- be at least 21 years of age
- review and indicate adherence to the requirements set forth in this manual (**Appendix A**)
- agree and adhere to the exam ordering, storing, handling and delivery instructions
- agree and adhere to all administration procedure requirements
- agree and adhere to the return handling and shipping instructions
- agree and adhere to the disciplinary actions for non-compliance

After an individual has served as a NFPT Proctor, he/she is prohibited from taking the NFPT – CPT exam until which time a subsequent NFPT Exam Form has been developed. *Any individual who is delivering or assisting in the delivery of NFPT – CPT related educational material, in a manner whereby preparatory instruction is being provided to the Candidate, will be disqualified them to act as a NFPT Proctor for the NFPT – CPT exam.*

Proctor Compliance Requirements

All policy, procedure and instructional requirements, as set forth in this *NFPT Exam Proctor Training Manual*, must be adhered to in order to assure professional exam administration and valid test score processing. A Proctor who fails to follow exam administration procedures will be considered non-compliant. The degree by which a Proctor is non-compliant will be determined at NFPT's sole discretion and may result in Proctor status revocation and/or notification to appropriate licensing board and/or legal filings and proceedings. NFPT reserves the right to audit Proctors and exam locations at its discretion.

Why Compliance is Important

Compliance with exam administration procedure assures that:

- exam conditions are standardized, safe, and professional
- candidate and NFPT exam information is secure
- integrity of the NFPT exam is intact and unquestionable
- the value and respect of NFPT Certification is upheld in the industry

Types of Test Proctor Compliance Violations

There are three main non-compliance categories:

- Non-compliance specific to facility, test environment, or location
- Non-compliance specific to Proctor codes of conduct
- Non-compliance specific to exam handling, administration, or return delivery

Remedies and Consequences of Non-Compliance

If a NFPT Proctor and/or their facility is suspected to be non-compliant, NFPT may schedule an audit. Depending on the nature of the concern, an audit can be conducted without notice.

If non-compliance is suspected, or any violation of policies and procedures has occurred, NFPT may issue a warning and ask that this oversight be remedied as to correct this violation immediately. A request of this nature will require a specific time frame for correction, determined by NFPT. If the violation is not corrected within the time frame, is considered serious, or is a repeat occurrence, the Proctor status may be immediately revoked. Depending on the nature of the non-compliance issue, NFPT may report the incident to the appropriate licensing board and/or the proper legal authorities.

Be advised that reproducing or copying the exam/s/ is a serious copyright violation as well as a breach of security. Any individuals caught copying exam material, by any means, will not be allowed to continue the exam and will be reported to the proper authorities. The consequences for cheating or copying exam material could include financial responsibility for any exam material compromised by your actions.

Test Site/Proctor Audits

An audit of the test site and/or Proctor can take place at any time. The purpose of an audit is to confirm that the site and its respective Proctor is adhering to the policies and procedures in this manual and following all test delivery processes correctly. Auditing may be arranged in advance; however certain circumstances may call for an unannounced or random audit. The Proctor must be available during the duration of this audit. A *Proctor Audit Form (Appendix E)* will be given to the Proctor at the completion of the audit.

Candidate Appeals Process

The Candidate is provided access to many documents, including *Exam Sitting Instructions and Responsibilities (Appendix B)* before the exam is administered. This allows the Candidate to review the exam administration policies so they are aware of such things as the 2-hour time limit, supplies and documents that they can/cannot access, and general exam delivery processes. This form also allows the candidate to document any violations, which may include distractions, improper Proctor behavior, or site issues/barriers.

Proctor Conduct

In order to assure that each NFPT Proctor is performing professionally and in accordance to standardized processes, the following are professional codes of conduct for Proctor and personnel of the exam location:

- Appropriate dress (business casual or professional casual athletic wear)
- Proctor must be on the exam site **before** the candidate arrives for a room pre-check
- Proctor must be timely and assure an exact 2-hour time slot for the Candidate
- Professionalism is required (no cursing, offensive, and/or sexually charged language)
- Proctor must use appropriate mannerisms and non-verbal communication

Proctor Approval Documents

NFPT Proctors enter into an agreement whereby the Proctor is entitled to administer the NFPT – CPT exam at an authorized facility in accordance with all requirements and regulations documented in this *Exam Proctor Training Manual*. For approval, Proctors must submit the following documentation to HRdept@nfpt.com:

1. Photo ID (Driver's License or Government ID)

2. Proctor Application/Agreement (Appendix A)

A legally binding agreement which assures that NFPT – CPT exam materials are handled with the utmost care, security, and confidentiality and that no conflict of interest is present. Your signature indicates that you have thoroughly reviewed and understand the terms of this agreement

3. Qualification Document/s/

Submission of one or more professional documents to establish and verify your qualification as a NFPT Proctor. This must include at least one of the following:

- Teaching license/credential
- Employment verification/reference from the appropriate testing facility/education department supervisor

These instructions and respective downloads are also available at www.nfpt.com/proctors. You may submit all documentation to HRdept@nfpt.com or by fax: 765-471-7369

You will be provided with Proctor approval or denial status and/or request for additional supporting documentation within 4 business days of the submission date. NFPT Certification may deny eligibility at its sole discretion.

Paper/Pencil Proctor Compensation

NFPT Certification recommends that the Candidate provides an honorarium, for time spent, of \$20 or more to the Proctor. However, this is not required by NFPT Certification and shall be mutually determined between the Proctor and Candidate. However, any amount of compensation which is deemed by NFPT Certification to have been used in a way that substantially benefits or bribes the Proctor or Candidate, therefore affecting validity of the outcome of exam administration or score, will result in an investigation of such that may bring about immediate test score cancellation and subsequent disciplinary action, either in accordance with NFPT Complaints and Discipline (found from www.nfpt.com/documents) or legal prosecution.

It is the responsibility of the Proctor to collect this honorarium, as agreed upon by the Proctor and the Candidate, on the exam date. If the candidate does not have the agreed upon funds available on the exam date, the Proctor reserves the right to reschedule the exam date, but must return all NFPT exam material in accordance with handling and delivery policies described herein. The candidate will be required to pay a [rescheduling fee](#) prior to NFPT ordering and rescheduling the exam. Proctoring the exam without receipt of this honorarium may result in unpaid services rendered, NFPT is not responsible for honorariums unpaid.

Chapter 3: NFPT Exam Ordering and Delivery

NFPT paper/pencil exams are scheduled upon request by an **approved** paper/pencil Proctor for a Candidate who's within 3 weeks of taking their CPT exam. Refer to the NFPT Proctor Eligibility, Compliance, and Approval Process in Section 2 to become approved. When setting up for administration of the NFPT – CPT exam, there is a step-by-step procedure that the approved Proctor must adhere to in order to assure that the exam is delivered correctly and with a valid score outcome. The following are exam ordering instructions for approved paper/pencil Proctors.

Establishing the Exam Date and Placing the Exam Order

- A mutually convenient date and time must be established between the Proctor and the Candidate that allows for a **3 week** notice to NFPT staff.
- Proctor must submit the [Exam Order](#) form to HRdept@nfpt.com to make the official request, which will include the delivery details and the name/s/ of the Candidate/s/. The NFPT-CPT exam can only be sent to the Proctor's home address (or approved location) to assure that the Candidate does not have access to the exam at any time prior to the scheduled exam date. **Access to the exam by any third party is prohibited.**
- Upon receipt of the approved Exam Order Form, the order will be forwarded to NFPT's test vendor, Iso-Quality Testing, Inc (IQT), who is responsible for shipping, tracking, receiving and scoring all NFPT-CPT paper/pencil exams.

Delivery and Handling of NFPT – CPT Exam/s/

The NFPT-CPT exam will arrive approximately 2-3 days prior to the scheduled exam date via UPS to the approved Proctor (signature required). The Proctor must immediately confirm receipt of the exam package, by email or fax, to IQT as instructed in the exam package. The Proctor must inspect the contents in the package to ensure that the condition of the booklet is satisfactory and intact. Exam shipments will contain the following:

- ✓ **Confirmation of Receipt Form** – return within 24 hours of receiving the exam
- ✓ **Packing List** – complete and return the Shipment Receipt Confirmation at the bottom of the form
- ✓ **Discrepancy Form** – report discrepancy of exam material, if discrepancy exists
- ✓ **Examination Instructions “Proctor” and “Candidate” (Appendix B and C)**
- ✓ **Exam Booklet/s/ and Answer Sheet/s/**
- ✓ **Seating Chart** – only provided when receiving two or more exams
- ✓ **Test Site Report/Incident Reporting** – ensure accurate recording of administration details
- ✓ **Return Envelope/Box** - shipping label affixed for ease of return delivery

Before and after administration, the NFPT exam and enclosed material must be secured by the Proctor and locked safely in a secure environment that assures content and Candidate confidentiality. NFPT exam/s/ must be protected from damage, misplacement, theft, and conditions that might reveal exam content.

DUPLICATION OR MISAPPROPRIATION OF ANY NFPT EXAM IS NOT PERMITTED – a violation of this type will be considered a breach of the Proctor Non-Disclosure and Confidentiality Agreement. The Proctor may be pursued for legal recourse and the NFPT Candidate/s/ score/s/ will be investigated and cancelled at NFPT's discretion in accordance with our *Codes of Conduct and Disciplinary Policy* (found at www.nfpt.com/documents)

Section 4: NFPT Exam Administration and Return

NFPT exam/s/ must be Proctored on the approved exam date, unless an extension or a request to reschedule has been approved by NFPT directly. NFPT Candidates taking the paper/pencil exam may reschedule without penalty, **ONLY** if contact is made with NFPT or ISO-Quality Testing, Inc. 7 days prior to the scheduled exam date. If the exam has already been delivered to the Proctor, it is required of the Proctor to return the unopened exam within 24 hours of cancellation notice; unless arrangements have been made directly by and between NFPT and the Proctor, in writing (i.e. by email). This section will cover all exam administration details.

Standardized Exam Conditions

NFPT exam sites, whether paper/pencil or CBT, must adhere to the following standards in regards to the exam administration environment/facility:

Special Situations and Emergencies

The safety and welfare of people are the top priority in the event of an emergency.

- In the event of a medical emergency, the emergency phone number (911 in the U.S.) must be called. CPR, shock, choking, or other appropriate procedures can only be administered by an individual onsite who has the appropriate training until professional help arrives.
- In the event of a power outage, the candidate must stop taking the exam and leave the test room. Upon determining the cause of the outage and/or time frame for return of power, it may be mutually agreed upon between Candidate and Proctor for continued exam administration.
- The exam may be resumed after a satisfactory conclusion to any emergency situation. The Proctor must inform all Candidates that the time lost will be added to the administration time. Proctor must accurately track lost time.
- Proper fire exits must be made available to the candidate/s/ in accordance to related state fire safety codes and procedures.

If an emergency evacuation is required, Proctor must instruct the Candidate/s/ to leave the exam room and not use study material, or discuss exam content with other Candidates. Materials may not be removed from the exam site location.

Complying with the American Disability Act (ADA)

The following are the most common guidelines for ADA compliance; these include, but are not limited to the following:

- Accessible parking lot and entrance to facility is required. These include appropriate handicap spaces and entrance ways which are accommodating to those with a disability.
- Accessible business design in relation to the facility is required. This includes appropriate service counters and restroom facilities.

To learn more about compliance with American Disability Act (ADA) visit www.usdoj.gov/crt/ada

Adherence to Equal Opportunity

NFPT fully supports the principles of equal opportunity and NFPT provides below suggestions to develop and comply with subsequent equal opportunity policies.

- Proctors and their exam facilities are free from barriers which restrict facility access and exam progression
- Proctors, facilities, and related administration personnel are free from discriminatory practices with regard to gender, race, age or creed
- Proctors and facilities meet all health and safety requirements

Exam Room Pre-Check

Prior to administration:

- Assure proper exam conditions and environment (room temperature is acceptable for test candidate and a quiet space is provided).
- Assure that the exam room is not housing material related to the exam, as the NFPT-CPT exam is closed book.

Candidate and Proctor Responsibilities

Candidates Understanding

NFPT has informed all Candidates of their responsibility to assist in the assurance of proper administration. The NFPT candidate has been made aware of the following, but the Proctor needs to affirm that the Candidate:

- arrives on time for their scheduled appointment
- provides a photo ID
- uses a #2 pencil for filling in bubbles on answer sheet
- fills in all bubbles on answer sheet for identifying the Candidate and the respective exam form
- **not bring personal items or printed material**, i.e. handbags, PDAs, cell phones, electronic devices, books, notes, dictionaries, food, drink, etc.
- not assist others. This include, but is not limited to: the impersonation of another Candidate, sharing information of any kind, giving or receiving advice or other help
- not disturb or distract others in any way while the exam is in session
- is given **no more than two (2) hours for exam administration**

Proctors Understanding

The Proctor will need to create a positive exam environment/atmosphere for the Candidate by:

- providing a quiet, well lit, well ventilated atmosphere with a comfortable temperature
- seating Candidates at least 4 feet apart from other Candidates, or by partitions (if applicable, when testing more than one Candidate. Seating chart is required in this case)
- providing a workstation that has adequate desk space, with room for the test booklet and arm space
- providing a chair/seat that ensures a reasonable level of comfort

Exam Security, Handling, and Administrative Instructions

In order to assure the validity of exam scores, it is crucial that the below procedures for exam security and test handling are strictly followed.

- Proctor must provide the Candidate a designated and secure area to place belongings. **The only materials that are approved for availability to the Candidate through the duration of the exam are the exam booklet and answer sheet, #2 pencil, and Exam Instructions: Candidate (Appendix C)**
- Exam content may NOT be viewed by the Candidate or the Proctor prior to the confirmed exam date
- Proctor must reference the Candidate/s/ ID to verify and confirm identity prior to administration. An acceptable form of ID would be a Driver's License, Passport, or Government issued ID which must be signed to assure positive identification of the Candidate
- Proctor will keep all exam content and related documentation confidential
- Books or notes will not be permitted in the exam room
- The exam may not be reproduced or recalled in any manner
- Proctor must remain in the room with the Candidate/s/ at all times during administration
- 15 or more Candidate/s/ require more than 1 approved Proctor
- If testing a group of Candidates, only one Candidate may be excused at a time to use the restroom.

- If a Proctor observes a Candidate using aides or looking on another Candidates' exam or answer sheet, the Proctor is not required to confront the Candidate with the incident, however, the behavior must be documented immediately following the exam on the *Exam Site Report (Appendix D)* – this will be included in the exam package and should be returned with the exam
- Proctor is *not* to give advice and/or consultation during the exam
- Proctor may *not* review the candidate's exam and/or answer sheet
- Proctor may *not* imply or in any way or fashion provide the Candidate with what is believed to be an exam question/s/ and/or answer
- There will be no time added to the 2-hour test time for restroom breaks.
- Proctor is required to provide a 30-minute, 15-minute, and 5-minute warning as the end of the time allotment approaches.
- Upon administration completion, the exam booklet must be personally hand delivered by the Candidate to the Proctor. Exam and answer sheet must be immediately placed in the provided envelope to be sealed and returned via UPS.
- Proctor must handle the exam form booklet/s/ personally and not provide this or any related documents to any unauthorized faculty or staff member for return delivery handling.
- Exam Booklet/s/ must be personally delivered by the Proctor to UPS within 24-hours of administration
- In the event that the scheduled exam is cancelled or a re-schedule is required, the exam materials are to be returned immediately, per UPS delivery instructions (unless express written consent has been given to the Proctor to hold the Exam Form Booklet/s/ for an alternative exam date).

Returning the NFPT – CPT Exam/s/

Exam Form Booklet/s/ and all accompanying documents MUST be returned via UPS by the Proctor him/herself, no exceptions. Shipment instructions are enclosed with each exam package ordered.

Upon conclusion of administration, the Proctor collects the NFPT – CPT exam/s/ and will assure that all exam booklet/s/, answer sheet/s/, seating chart (if applicable) and Test Site Report/Incident Reporting Form (if applicable) are placed inside the provided UPS return envelope/box and sealed for return delivery. Return to IQT no later than the first working day after the examination. The package can be placed in a UPS drop box, sent to the nearest UPS location, or call 1-800-742-5877 to arrange for a UPS pick-up (*NOT TO BE MISTAKEN FOR USPS*). ***The exam can only be handled by the Proctor upon completion by the Candidate. The exam can not be handed to a third party.***

Policy on Cheating

Cheating, and any suspicion of, is taken very seriously. It is the responsibility of the Proctor to monitor all Candidates at all times. However, a cheating incident may be investigated and determined by NFPT Certification, at its discretion, if one or more of the following occur:

- Inconsistent and/or questionable exam score analysis statistics
- Proctor notifies NFPT of suspected cheating (refer to *Exam Site Report, Appendix D*)
- Other Candidate/s/ notify NFPT of suspected cheating

An NFPT exam incident involving the investigation of the Candidate/s/ will result in one of the following determinations:

- Cancel score/s/ and require a re-test. No refund is provided, re-test fee applies and administration via the computer-based testing method may be required.
- Cancel score/s/ and revoke exam eligibility for a period of one year. No refund is provided and re-application process is required.
- Cancel score/s/ and revoke exam eligibility permanently. No refund is provided.
- Accept score/s/ and allow certification eligibility based only on evidence which proves the candidate could not have violated Candidate responsibility.

SECTION 5: Updates to Information and Approval Checklist

Updates to Information

The information in this manual and/or Proctor submission requirements are subject to revisions at any time and without notice. The most current version of this *NFPT Exam Proctor Training Manual* can be reviewed and/or downloaded at www.nfpt.com/proctors.

Training Conclusion and Approval Checklist:

Congratulations, you have now completed your Proctor training and have reviewed all of the policies and procedures as outline in the *NFPT Exam Proctor Training Manual*. ***The following items will need to be completed and returned for final approval to become a NFPT Proctor:***

- ✓ **Proctor Application/Agreement (Appendix A)**
NFPT takes exam security and delivery seriously and must protect itself and its affiliates from all threats or actual breaches thereof. This document provides legally binding assurance to NFPT that these secure materials will be handled professionally and with great caution and attention to such things as exam receipt confirmation, handling of the exam before, during, and after administration, and prompt return of exam material.
- ✓ **Qualification Documents** – NFPT requires one or more professional document submissions to establish and verify the Proctor’s qualification as a NFPT exam administrator. An example of this type of document would include a teaching license/credential or employment verification letter from an education center supervisor, along with a valid driver’s license or government ID.

Complete and return all approval documentation to the Human Resource Department for review at HRdept@nfpt.com. You will be provided Proctor approval or denial status within 4 business days from submitting all required documents.

Thank you for your desire to participate in exam administration for those seeking to complete NFPT’s CPT exam. We’re here to help with any questions you may have!

Proctor Application/Agreement

Appendix A

This agreement must be fully completed and executed by all individuals authorized to act in the capacity of an authorized Proctor for National Federation of Professional Trainers (NFPT). Incomplete forms will not be processed.

PROCTOR BIOGRAPHICAL INFORMATION

FIRST NAME: _____ LAST NAME: _____ D.O.B: _____

RESIDENTIAL ADDRESS: _____

CITY: _____ STATE/PROVIDENCE: _____ POSTAL CODE: _____

COUNTRY: _____ PRIMARY PHONE: _____ CELL PHONE: _____

WORK EMAIL: _____ PERSONAL EMAIL: _____

EMPLOYMENT INFORMATION

CURRENT EMPLOYER: _____ POSITION: _____ START DATE: _____

EMPLOYMENT ADDRESS: _____

CITY: _____ STATE/PROVIDENCE: _____ POSTAL CODE: _____

COUNTRY: _____ WORK PHONE: _____

PROCTOR TRAINING AGREEMENT

As indicated by my signature, I understand the policies and procedures as described to me in this *NFPT Proctor Training Manual*. I understand that it is my responsibility to ensure proper management, security and delivery of the NFPT – CPT Exam in accordance with the training that I have received from this manual. The information that I have provided NFPT Certification is true and accurate to the best of my knowledge. I understand my role as an NFPT Exam Proctor and the consequences for non-compliance as described herein.

x _____ (signature) _____ (date)

Email this completed application, teaching license/qualification documents, and driver's license or government ID to HRdept@nfpt.com or fax to 765-471-7369. Please call 800-729-6378 with any questions.

UNDERSTANDING AND AGREEMENT

By signing below, I hereby acknowledge, understand, affirm and agree to the following, without exception, that based on representations made, I am being afforded access to confidential, proprietary and Trade Secret Information and that I will not disclose or provide such information in whole or part to anyone directly or indirectly. Further, I understand that reproducing, copying, or attempting to reproduce or copy any examination (test) material by any means, in whole or in part, is a serious breach of examination security and will be thoroughly investigated by NFPT and reported to the proper certifying and law enforcement authorities.

I also fully understand and agree that should I fail to adhere to published NFPT policies, procedures, and security protocols, etc. that I am and agree to be individually and personally financially responsible for any examination materials compromised, as well as any and all other costs associated with such security breach and/or examination content compromise to include, but not limited to, investigation costs, attorney fees, court costs, etc.

Your signature below reflects your understanding and willingness to abide by all established NFPT Test Administration Policies and Procedures, Test Administration Directives, Security Protocols, etc., in addition to the below specified:

Duties and Responsibilities

1. I hereby CERTIFY and AFFIRM that I am of Good Moral Character, as such I have not been the subject of any judicial or administrative decisions involving offenses or violations of moral turpitude, among which includes Fraud, Larceny, deceit, etc.
2. I hereby CERTIFY and AFFIRM that I am the person identified herein and all of the information provided or which will be provided is true and correct.
3. I have been fully informed, and am aware of my responsibility, duties, expectations and requirements to become and remain an authorized NFPT Certified Proctor. As such, I understand and agree that it is my direct and personal responsibility to:
 - a. Read, comprehend and adhere to all of the Proctor responsibilities and requirements as set forth within NFPT's most current Exam Proctor Training Manual prior to administering any examination(s)/test(s).
 - b. I agree to maintain the security and confidentiality of any NFPT examination(s), exam content, exam questions and options, etc. at all times before, during and after exam administration(s).
 - c. I do not provide any training, instruction, classes, or am engaged in any activity which directly or indirectly is focused on assisting any candidate achieving a passing score on the NFPT examination.
 - d. I am not permitted to read any exam questions, or discuss the content of any examination(s) administered with anyone, other than an individual authorized by NFPT.
 - e. It is my responsibility to keep informed and be knowledgeable of all NFPT test administration policies and procedures, Test Administration Directives, security protocols and requirements etc. published and updated by NFPT. I am also acknowledging that I am aware that such policies and procedures, protocols, etc. are published and posted at www.nfpt.com/proctors.
 - f. I will comply with any and all procedures relating to the handling and reporting of any breach of test security and/or potential examination compromise.
 - g. I will accurately check each candidate's government issued photo identification in addition to ensuring that other candidate eligibility testing requirements are adhered to as indicated within the NFPT Exam Proctor Training Manual for each examination administered.
 - h. I will not offer or provide any hints, suggestions, definitions or clues to the answer of any exam question.
 - i. **I will not Proctor, or have any involvement with any examination administered to any individual to whom I am related, have or had a relationship with, are friends with, have direct or indirect supervisory authority over, etc.**
 - j. I will, without exception, immediately inform NFPT in writing of any instances where I am arrested or charged with any criminal act. Further, I will provide NFPT with the facts and circumstances surrounding any such arrest or criminal charge(s).

- k. I will actively monitor the candidate(s) during the exam delivery (administration) for the purpose of ensuring the security of the examination being administered, as well as ensuring that the Candidate(s) are:
 - i. not talking or communicating with one another or any outside party during the course of the exam administration.
 - ii. not accessing items and materials, other than those specifically listed within the authorized materials section.
 - iii. not bringing in, or are in POSSESSION of, any electronic equipment/resources into the exam room such as study manuals, paper, pens, notes, dictionaries, iPod’s, Blackberries, lap-tops, phones, Bluetooth ear pieces, wristwatch, camera or any other electronic devices, etc. during the exam administration.
 - iv. not copying, by hand or electronically, any examination material.
 - v. completing the answer sheet completely prior to permitting them to test.

4. I will, without reservation, cooperate with any investigation deemed appropriate and necessary by NFPT. Further, I agree to cooperate with any such investigation by making myself available upon request, providing any requested information and/or documents and by truthfully and fully answering questions.

5. Governing Law. This Agreement shall be construed in accordance with the laws of the State of Indiana and the parties agree to submit to the jurisdiction of the courts of the State of Indiana with respect to any disputes relating thereto.

NON-DISCLOSURE AND CONFIDENTIALITY

I, the herein identified and below signed individual, acknowledge and agree that as an NFPT Certified Proctor authorized to deliver confidential and secure NFPT client examinations, I understand my responsibilities as a Proctor are critical to the security and maintaining the credibility of NFPT client secure examinations. Further, I am aware, I am being afforded access to both NFPT confidential and/or proprietary information, as well as examination information and content which is confidential, copyrighted, and is considered to be a Trade Secret, as such, I hereby agree and state that I will not disclose or provide to any person or entity, directly or indirectly any such information, in any form pertaining to examination content, test administration practices, the preparation, testing and/or grading services provided by NFPT or its affiliates.

I understand that all NFPT and NFPT’s Client business practices, documents, test questions or confidential information received from NFPT shall remain the exclusive property of NFPT and shall be returned immediately upon request to NFPT.

I understand that breach of this agreement, intentional, unintentional, through negligence, by error and/or omission, may be grounds for civil proceedings should NFPT pursue legal remedies relating to any such exam security breach and/or examination content breach. Minimally, I understand that should I fail to follow the standards set forth by the NFPT Exam Proctor Training Manual and related protocols, my privilege as a Proctor will be revoked and I am individually and personally responsible for any such failure.

By signing below, I acknowledge that I have read this agreement, understand the information contained herein and will abide by provisions as stated within this document, as well as other written exam delivery policies and procedures maintained by NFPT.

I hereby certify that the statements contained herein are true and correct to the best of my knowledge and belief. I understand that if I knowingly make any false statements herein, I am subject up to and including revocation of my NFPT Certification, as well as other penalties as may be prescribed by law.

SIGNATURE (proctor): _____ PRINT NAME (proctor): _____

DATE SIGNED: _____

SIGNATURE (witness): _____ PRINT NAME (witness): _____

WITNESS EMAIL: _____ DATE SIGNED: _____

Return by one of the following methods:

FAX: 765-471-7369
EMAIL: HRdept@nfpt.com

Examination Instructions: Proctor

Step 1: CONFIRM Receipt of Exam Package

Confirming receipt of the exam material is required within 24 hours. Return instructions are included in the exam package.

Step 2: Review Contents of Package

- ✓ Packing List
- ✓ Seating Chart- only when receiving two or more exams
- ✓ Examination Site and Incident Report
- ✓ Examination Instruction Forms – For Proctor and Test Candidate
- ✓ Return Envelope/Box – shipping label already affixed to the Envelope/Box

Step 3: Proctor Exam

Electronics, books, and notes are prohibited in the exam room, this is a **closed book exam**. The candidate/s/ will have 2 hours to complete the exam, whereby the administrator will need to be present the entire time. If testing a large group, the candidates will need to sit at least 4 feet apart from each other and the seating chart will need to be completed. Allow the candidate time to fill in their **Name, Test Booklet ID#, Test Code#, and Test Form#** before starting the time. Make sure to check the answer sheet/s/ upon completion to see that the test candidate/s/ completely filled out the answer sheet to avoid scoring delays.

Step 4: Return All Exam Material

NFPT examination/s/ **must remain secure at all times**. Upon completion, place **ALL** enclosed contents back in the envelope/box provided and return to SMT **no later than the first working day** after the examination. The package can be placed in a UPS drop box (not to be confused with USPS), sent to the nearest UPS location, or call 1-800-742-5877 to arrange for a UPS pick-up.

A lost, or otherwise non-recovered examination, constitutes an administrative breach and termination of your proctor status. PLEASE CAREFULLY HANDLE AND IMMEDIATELY RETURN EXAM MATERIAL.

Cancellations or Re-Schedules

If the scheduled exam has been cancelled, **ALL** exam content is to be placed in the provided envelope/box and placed in a UPS drop box (not to be confused with USPS), sent to the nearest UPS location, or call 1-800-742-5877 to arrange for a UPS pick-up within 48 hours of the scheduled exam date.

Examination Instructions: Candidate

Step 1: Complete the answer sheet

Bubble in (with a #2 pencil) your **Name**, **Test Booklet ID#**, **Test Code#**, and **Test Form#** (found on the exam booklet.) **If not completed, results will be delayed at least 2 weeks and an administrative fee of \$50 will be assessed.**

Step 2: Return the completed exam to your proctor

Once complete, hand the exam to your proctor, who will mail the exam in a trackable package back to NFPT's test vendor for processing. **Please do not provide new address details inside the packet**, as those are not passed along to NFPT. Report any address changes to NFPT at info@nfpt.com.

Step 3: Wait for results

Results will be sent via mail to the address NFPT has on file. It could take up to 3 weeks to receive your formal results in the mail.

Please report below any violations which may have occurred including distractions, improper proctor behavior, or facility issues/barriers

NFPT reserves the right to cancel exam scores and require a candidate to re-schedule, re-take, or revoke future exam eligibility, if incidents occur or observations are made which are in violation of one or more of the following rules/guidelines:

- Books, notes, and electronics are **prohibited** in the exam room. Just you, the proctor, the exam, and a #2 pencil are acceptable.
- Impersonation of another candidate, sharing secure exam information, and giving/receiving advice is prohibited.
- The candidate is to remain quiet during the exam as to not disturb or distract others.

Note for those testing in groups of 2 or more:

Identical or similar response string incidents are reported to NFPT when all answers (right and wrong) are marked the same by two or more candidates testing in the same time slot. Identical response strings are statistically and mathematically improbable; therefore, a re-examination or exam eligibility revocation will occur.

Exam Site Report

Exam Date:	Exam Location:
Proctor Name:	Number of Candidates Tested:
Start Time:	Finish Time:
Site Comments (optional):	
Signature of Proctor:	Date:

Incident Reporting <i>If you feel that an administration breach has occurred, please explain on the form below (use additional page/s/ if needed.)</i>	
Name of Candidate(s) involved:	
Description of Incident:	
Proctor Signature:	Date:

Proctor Audit Form

An audit of the facility and/or proctor can take place at any time. The purpose of an audit is to confirm that the Proctor is adhering to the policies and procedures in the *NFPT Exam Proctor Training Manual* and is following all exam delivery processes correctly. Auditing may be arranged in advance; however, certain circumstances may call for an unannounced or random audit. An audit may be conducted in response to a suspected violation. The proctor must be available during the duration of an on-site audit.

Auditor’s Name and position with NFPT: _____

Name of Proctor being Audited: _____

Audit is: random suspected violation has occurred

If suspected violation has occurred, brief explanation below:

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**Additional sheet/s/ may be used to document violation.*

Proctor Notification Requirements:

Possession of Certification/Education	Easily Accessible through open lines of communication	2 References provided	Information is current and accurate

Standardized Exam Conditions:

Standardized Exam Conditions	Exam Room Pre-Check	Supplies & Materials	Special Situations & Emergencies	Compliance with ADA	Adherence to Equal Opportunity

Proctor Personnel Requirements:

Appropriate Dress, Timely, and Professional	Candidate’s Admittance and Check-In	Confidentiality	Adherence to Cheating Policy	Secure/ Appropriate Handling of all Material

This exam audit form is for NFPT internal use only. Any audit and other supporting information, which documents a real or perceived violation, will be submitted/handled by NFPT Certification for consideration and will remain confidential. The Proctor will receive a copy of appropriate exam audit forms and all relevant documents. Notification will be provided if a violation has been found to have occurred. NFPT Certification Council will determine cause for action and will act in accordance with NFPT Complaints and Non-disciplinary policy