



Test Proctor Training Manual

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

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

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SECTION 1: Introduction

About the NFPT Test Proctor

A NFPT Test Proctor is an individual who is a volunteer of the NFPT Certification Program, acting on behalf of NFPT Certification to securely administer the NFPT Certified Personal Trainer test, in paper form, to a NFPT Test Candidate/s/. This manual provides the NFPT Test Proctor with instructions for their role in the security and delivery of the NFPT – CPT exam. Note that both terms ‘exam’ and ‘test’ are used to describe the NFPT-CPT assessment. When describing the verb or adjective form of the assessment, the term ‘test’ is used. When describing the assessment in the form of a noun, the term ‘exam’ is used. Otherwise these terms may be used interchangeably. The NFPT Test Proctor must demonstrate an understanding of and comply with the following:

- Test Proctor Qualifications/Eligibility Requirements
- Test Ordering, Storing, Handling and Delivery Instructions
- Test Security and Confidentiality
- Test Administration Procedures
- Return Handling and Shipping Instructions
- Disciplinary Action for Non-Compliance

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

TRAINING OVERVIEW

This *Test Proctor Training Manual* includes the following for proctor training purposes:

- Summary of the NFPT – CPT certification program
- Test environment/location requirements
- Test Proctor requirements for exam handling and administration
- Receiving and shipping instructions
- Test administration compliance and discrepancy handling
- Test candidate conduct and responsibilities to assure test score validity

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.

PURPOSE

It is the NFPTs 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. NFPT educational programs are optional and are not a requirement to take the certification exam.

The NFPT – CPT certification program encourages professional development and appropriate credentialing of the aspiring personal fitness trainer and further 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

DESCRIPTION

This program is designed for the aspiring Certified Personal Trainer (CPT) and qualifies the individual to provide exercise program design only 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. Test 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 test preparation. The receipt and review of NFPT Educational offerings is not a requirement of the NFPT test candidate. Successful completion of the NFPT – CPT exam, or the assessment, is the only method by which the NFPT – CPT title will be awarded. Upon NFPT – CPT title award, the NFPT certificant will 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 certificants, review details of these related policies and procedures in the NFPT Certification Handbook, available at www.nfpt.com/documents.

A breach of NFPT professional standards, related to test administration or conduct, will be independently investigated by NFPT Certification Council and may result in the cancellation of the NFPT – CPT test score and/or suspension or revocation of test candidate eligibility. See www.nfpt.com/documents for Codes of Conduct and Disciplinary action.

About Test 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 test administration whereby each NFPT test candidate has been tested using the same criteria and methods as other subsequent test candidates. No undue advantage between test 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 test administrators will follow the same set of proctor training standards and administration requirements for the following:

- test time limit
- environment and facility standards
- regulation of comfort, noise and other distracters
- test security and confidentiality

NFPT Test Candidates are provided with two options for NFPT – CPT test administration:

- 1) **COMPUTER BASED TESTING (CBT):** Schedule CPT test appointment at an established Computer Based Testing (CBT) location
- 2) **PAPER/PENCIL TESTING:** Connect NFPT Certification with an eligible volunteer to act as NFPT Test Proctor for the administration of the paper/pencil version of the CPT exam

COMPUTER BASED TESTING

ISO-Quality Testing, Inc. (IQT) is a computer-based network company that services the needs of licensing boards and credentialing agencies through test administration (visit www.isoqualitytesting.com for more information and/or to learn more about the requirements for becoming a CBT location). NFPT’s primary delivery method of its Certified Personal Trainer (CPT) exam is through the IQT Computer Based Testing (CBT) network. IQT, NFPT’s testing vendor, 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 350 CBT locations in the U.S. and abroad which are available to NFPT Test Candidates for test administration. Available CBT locations (city/state) can be found from www.nfpt.com/certification/nfpt-test-site-locations. NFPT test candidates are required to take the NFPT – CPT exam via the CBT method unless one or more of the following circumstances apply:

- Test candidate is located 50 miles or more from an existing CBT location
- Test candidate is testing with a pre-authorized group of test candidates
 - NFPT paper/pencil test administration authorization may be granted to groups where 5 or more test candidates require testing at the same time. Authorization may be provided only on a case by case basis and only upon formal request and return of all required proctor documents provided herein. A ratio of one (1) NFPT proctor to every fifteen (15) NFPT test candidates is required.
- Special accommodations require a paper/pencil exam (see *NFPT Certification Handbook* at www.nfpt.com/documents for request instructions)

PAPER/PENCIL TESTING

In the event that any one or more of the circumstances apply to the NFPT Test Candidate whereby CBT administration can/will not be used, a paper/pencil Test Proctor may administer the exam to the NFPT Test Candidate. In this case, a paper version of the NFPT Test Form Booklet is sent to a pre-qualified NFPT Test Proctor.

In the case of a special accommodation and in compliance with the Americans with Disabilities Act (ADA), NFPT Certification will work with the Test Candidate to seek out an appropriate Test Proctor. In all circumstances, the Test Proctor must be sought out by the NFPT Test Candidate directly to then be verified by NFPT Certification as being eligible to serve in the capacity of NFPT Test Proctor. In most cases, a NFPT paper/pencil Test Proctor will serve as a one-time test administrator and must be pre-qualified to serve in this position based on his/her understanding of compliance requirements and current and relevant credentials and/or work experience. In other cases, where the paper/pencil Test Proctor seeks to consistently offer test administration services to NFPT Test Candidates, the pre-qualifying requirements are the same but the Test Proctor position must be supported with proper documentation throughout the course of his/her volunteer position as a NFPT Test Proctor.

Paper/Pencil Testing provides no advantage nor disadvantage to the NFPT Test Candidate. The NFPT Test Form Booklet will be representative of the test content outline specifications and percentages which are identical to that of the test content outline specifications and percentages used for CBT administration.

Test Proctor Eligibility

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

All NFPT Test Proctors must be pre-qualified and adhere to the policies set forth which include providing NFPT Certification with all appropriate documentation and attestation to the understanding of and compliance with administration procedures. Documentation provided to NFPT Certification for the purpose of Test Proctor approval must be provided with each request for test administration.

Eligibility requires that a NFPT Test Proctor MUST have:

- a teaching or education license, credential or degree; or must be currently employed in the capacity of test administrator within a testing center or educational institution
- a professional reference who can verify his/her credentials and character
- NO conflict of interest (e.g. familial relationship or otherwise whereby he/she benefits from the successful outcome of the Test Candidate's test scores)
- an understanding and agreement to the terms and conditions set forth by NFPT Certification with regard to confidentiality and test security

After an individual has served as a NFPT Test Proctor, he/she is prohibited from taking the NFPT – CPT exam until which time a subsequent NFPT Test 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 test candidate, will be disqualified to act as a NFPT Test Proctor for the NFPT – CPT exam.

Submitting Proctor Documents to NFPT Certification

NFPT Test Proctors enter into 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 *Test Proctor Training Manual*. For review and approval by NFPT Certification, Test Proctor candidates must submit supporting documentation as follows:

1. Read and indicate your understanding of all requirements as expressed in this *Test Proctor Training Manual*. This manual provides all policies and procedures for handling, storing, delivering, and returning the NFPT Test Form Booklet/s/ - your agreement to adhere to these policies and procedures is required and is legally binding.

2. Submit the following documentation to NFPT's Human Resources Director:

✓ **Test Proctor Application (APPENDIX A):**

- Contact information, to include home shipping address
 - For security purposes, NFPT Test Form Booklets can only be sent to the home address of the Test Proctor, a signature will be required for delivery
- Employment Information
- Your signature indicating that you have thoroughly reviewed and understand the terms of this agreement

✓ **Proctor Disclosure Declaration (APPENDIX B):**

- A legally binding agreement which assures that NFPT – CPT test materials are handled with the utmost care, security and confidentiality and that no conflict of interest is present. NFPT takes test security and delivery very seriously and will protect itself and its certificants from all threats or actual breaches thereof.

✓ **Qualification Document/s/** – NFPT Certification requires the submission of one or more professional documents to establish and verify your qualification as NFPT Test Proctor. This must include at least one of the following:

- Teaching license/credential/degree
- Employment verification/reference from appropriate testing facility/education department supervisor
- Direct reference from IQT which confirms CBT proctor's willingness to appropriately administer the NFPT – CPT test via paper/pencil

These instructions and respective downloads are also available at www.nfpt.com/proctors. You may submit all documentation directly from this NFPT website location or send to:

FAX: 765-471-7369

EMAIL: HRdept@nfpt.com

MAIL: NFPT Human Resources Dept – PO Box 4579 – Lafayette, IN 47903

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

Paper/Pencil Proctor Compensation

NFPT Certification recommends that the Test Candidate provides an honorarium, for time spent, of \$20 or more to the Test Proctor. However, this is not required by NFPT Certification and shall be mutually determined between the proctor and the test 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 test candidate, therefore affecting validity of the outcome of test 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 test candidate, on the test date. If the candidate does not have the agreed upon funds available on the test date, the proctor reserves the right to reschedule the test date, but must return all NFPT test material in accordance with handling and delivery policies described herein. The test candidate will be required to pay a rescheduling fee prior to NFPT ordering and rescheduling the exam, refer to *NFPT Certification Handbook* (www.nfpt.com/documents). Proctoring the exam without receipt of this honorarium may result in unpaid services rendered, NFPT is not responsible for honorariums unpaid.

Updates to Information

The information in this manual, related documents, facility and administration requirements, and/or proctor submission requirements are subject to change/revision at any time and without notice. The most current version of this *NFPT Proctor Training Manual* can be reviewed and/or downloaded at www.nfpt.com/proctors.

SECTION 2: NFPT Test Scheduling and Delivery

NFPT paper/pencil exams are scheduled upon request by an approved paper/pencil Test Proctor. You must be approved to administer the NFPT – CPT exam before it will be scheduled for delivery. You may submit a test request at the same time that you submit your proctor documents, but note that NFPT Certification requires a 20 business day notice of a test date. Therefore, make sure to allow sufficient time for an approval status in addition to the time needed for test delivery (approx. 30 or more business days).

If you do not make a test request at the time of your proctor documents submission, and you have been approved to administer the exam as a NFPT Test Proctor, you will have 30 days to make a test request before your Test Proctor status is inactive and resubmission of documents is required.

NFPT will confirm your Test Proctor status and schedule the Test Form Booklet for delivery **upon approval and verification of:**

- Test candidate/s/ eligibility status
- Test Proctor approval status, based on:
 - Submission of all proctor documents
 - Signed Proctor Disclosure Declaration
 - Test Request for test date with 20 or more business days notice

The NFPT – CPT exam will be delivered via Federal Express to the approved Test Proctor directly (signature required), NFPT will send only to the Test Proctor's home address to assure that the test candidate does not have access to the Test Form Booklet at any time before the test date. Access by any third party who represents a conflict of interest is prohibited.

The exam/s/ must be administered on the test date that was provided to NFPT Certification in the initial request, unless an extension or a request to reschedule has been approved by NFPT Certification directly.

Test Form Booklet/s/ and all accompanying documents **MUST** be returned via Federal Express by the Test Proctor him/herself, no exceptions. Return shipping instructions are provided.

Rescheduling: NFPT test candidates may reschedule the test without any penalty, only if contact is made with NFPT 5 days prior to the scheduled test date. If the exam has already been delivered to the Test Proctor, it is required of the Test Proctor to return the unopened test booklet/s/ within 24 hours of cancellation notice; unless arrangements have been made directly by and between NFPT Certification and Test Proctor, in writing (i.e. by email)

Administration of Paper/Pencil NFPT – CPT Exam

When setting up for administration of the NFPT – CPT exam, there is a step-by-step procedure that the approved Test Proctor must adhere to in order to assure that the exam is delivered correctly and with a valid test score outcome. The following are paper/pencil test request and process instructions for approved paper/pencil proctors:

Establishing the Test Date

- A mutually convenient test date and time must be established between the proctor and the test candidate that allows for at least twenty (20) business days notice to NFPT Certification staff.

- A test date must be requested to NFPT Certification staff directly by the Test Proctor (not the test candidate)
- Test Proctor must provide name/s/ and identifying information for test candidate/s/ at the time of test request. This includes: name/s/ and NFPT ID# OR address of candidate/s/ being tested.
- Upon approval of Test Proctor status and an established test date/request, NFPT will order the paper/pencil exam/s/ for delivery. NFPT paper/pencil testing vendor is Schroeder Measurement Technologies (SMT). At the direction and oversight of NFPT Certification, SMT is responsible for shipping, tracking, receiving and scoring all NFPT paper/pencil exams. SMT uses Federal Express for Test Form Booklet delivery and return receipt. NFPT Test Proctors are required to follow the receiving/handling/return instructions for Federal Express shipments of Test Form Booklets.

Delivery and Handling of NFPT – CPT Exam/s/

- NFPT will schedule the exam for delivery (processed and delivered by SMT through Federal Express) so that it arrives approximately two (2) days prior to the actual test date. Instructions for delivery confirmation will be included. Proctor must immediately, by email or fax, notify SMT of receipt of all test documents as instructed. Instructions for receipt confirmation will be provided inside the Test Form Booklet shipment. Test Proctor must inspect the Test Form Booklet/s/ to ensure that the condition of the booklets are satisfactory and intact. Test Form Booklet shipments will contain the following:
 - ✓ **Test Form Booklet/s/ and Answer Sheet/s/**
 - ✓ **Packing List/Shipment Receipt Confirmation – *MUST BE COMPLETED WHEN PACKAGE IS RECEIVED***
 - ✓ **Discrepancy Form – report any discrepancy in the shipment/receipt of test material (if applicable/if discrepancy exists)**
 - ✓ **Seating Chart - provided only when receiving two or more exams**
 - ✓ **Test Site Report/Incident Reporting – complete this document if a perceived incident has occurred, to ensure accurate recording of administration details**
 - ✓ **Test Instruction Forms (1) and (2) – accountability instructions “FOR TEST PROCTOR” and “FOR TEST CANDIDATE”**
 - ✓ **Return Federal Express Shipping Label and Envelope/Box**
- At all times, before and after test administration, NFPT exam/s/ must be secured personally by the Test Proctor in a secure location. NFPT exam/s/ must be protected from damage, misplacement, theft, and conditions that might reveal test content. Test/s/ must be kept secure, locked safely in a secure environment, that assures test content and test candidate confidentiality and validated test scoring and processing.
- **DUPLICATION OR MISAPPROPRIATION OF ANY NFPT EXAM IS NOT PERMITTED** – a violation of this type will be considered a breach of the Proctor Disclosure Declaration Agreement. Test Proctor may be pursued for legal recourse and the NFPT test candidate/s/ score/s/ will be investigated and cancelled at NFPT’s discretion in accordance with *Codes of Conduct and Disciplinary Policy* (found at www.nfpt.com/documents)

Administration of the NFPT – CPT Exam/s/

- NFPT exam/s/ must be proctored on the approved test date and in accordance with *Standardized Testing Conditions and Requirements*. (Section 3)
- Test Proctor must verify the test candidate's identity by referencing the test candidate's driver's license, state identification or other form of picture ID prior to the administration of the exam in accordance with *Standardized Testing Conditions and Requirements*. (Section 3)

Returning the NFPT – CPT Exam/s/

- Upon conclusion of test administration, Test Proctor collects the NFPT – CPT exam/s/ and will assure that all test booklet/s/, answer sheet/s/, seating chart (if applicable) and Test Site Report/Incident Reporting Form (if applicable) are placed inside the Federal Express return envelope and sealed for return delivery.
 - Using the home address, where the Test Form Booklet/s/ were originally sent, the Test Proctor must fill out the return Federal Express label and return the sealed test package to Federal Express **within 24 hours** of test administration.
 - ***When the test form is not being used by the test candidate during actual test administration, NFPT Test Form Booklet/s/ must be handled by Test Proctor only. Test Proctor must personally delivery the test package to Federal Express.***
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SECTION 3: NFPT Test Proctor Compliance Requirements

Requirements for approved test sites/proctors are categorized by:

1. Proctor approval requirements
2. Standardized testing conditions
3. Proctor conduct requirements

1. Proctor Approval Requirements:

Prior to the approval of any Test Proctor, NFPT Certification will require proper documentation and assurance of available communication directly with approved proctor. Test Proctor must indicate and/or provide documentation to support the following:

- Possession of an education related degree/license and/or employment by an approved testing center
 - Professional references are required
- Must be at least 21 years of age with a qualified profession
- Must review and indicate adherence to the requirements set forth in this manual
- Lines of communication and delivery channels readily accessible:
 - Must provide a physical delivery address for Federal Express delivery. Must be signed for by Test Proctor for delivery confirmation.
 - Must provide an accessible phone number with available voicemail
 - Must have working email that is checked regularly
- Proficiency in the English language is required.
- In accordance with *Section 1: Submitting Proctor Documents to NFPT Certification*, Test Proctor must submit the following for review and approval:
 - *Test Proctor Application (APPENDIX A)*
 - *Proctor Disclosure Declaration (APPENDIX B)*
 - Qualification Document/s/

2. Standardized Testing Conditions and Requirements

NFPT test sites, whether paper/pencil or CBT, must adhere to the following standards for test administration environment/facility. Proctor must be present for the entire duration of test administration, no exceptions.

Requirements on Test Day

NFPT informs all test candidate's of their responsibility to assist in the assurance of proper test administration. The NFPT test candidate must:

- Arrive on time for test appointment
- Provide photo ID
- Use #2 pencil for filling in bubbles on answer sheet
- Fill in all bubbles on answer sheet for identifying the test candidate and respective test form
- Bring **no personal items or printed material**, i.e. handbags, PDAs, cell phones, books, notes, dictionaries, etc. – these are not allowed in the test room
- Not assist others. This includes but is not limited to: the impersonation of another test candidate, sharing information of any kind, giving or receiving advice or other help
- Not disturb or distract others in any way through the test process

NFPT Test Proctor must assure that the NFPT Test Candidate adheres to these responsibilities above, and in addition must assure:

- Test candidate is given **no more than two (2) hours for test administration**
- Test is proctored in quiet, well lit, well ventilated atmosphere in a comfortable temperature
- No food or drink on table where exam will be taken
- Test candidates must be seated at least 4 feet apart from other test candidates, or by partitions (if applicable, when testing more than one test candidate. Seating chart is required in this case)
- Test workstation must have adequate desk space, providing room for the test booklet and arm space
- Candidate must be provided with chair/seat that ensures a reasonable level of comfort

Test Room Pre-Check

Prior to test administration:

- Assure proper test conditions and environment
- Assure that the test room is not housing material related to the exam. (NFPT – CPT EXAM IS A CLOSED BOOK EXAM)

Supplies and Materials

Test Proctor must provide the test candidate a designated and secure area away for the test candidate to place belongings. The only materials that are approved for availability to the test candidate through the duration of test administration are:

- Test form and answer sheet
- Envelope for returning all test material
- Number 2 pencil, required
- *Test Instruction Form (2) – APPENDIX D*

Test Security and Handling Instructions

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

- Proctor must reference the test candidate/s/ ID to verify and confirm identity. An acceptable form of ID would be a Drivers License, Passport, or Government issued ID which must be signed to assure positive identification of the test candidate.
- No books or notes will be permitted in the test room. A test candidate may not bring his/her own scratch paper in the test room.
- The exam may not be reproduced or recalled in any manner.
- Test content may NOT be viewed by the candidate or the proctor prior to the confirmed test date.
- Test Proctor must remain in the room with the test candidate/s/ at all times during test administration and test candidate/s/ must be strictly monitored. Fifteen (15) or more test candidate/s/ require more than one (1) approved proctor. A ratio of fifteen (15) test candidates to one (1) approved proctor is required.
- 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. This behavior must be documented immediately following the exam on the *Test Site Report (APPENDIX E)* – this will be included in the Test Form Booklet package and should be returned with the exam.

- If testing a group of candidates, only one (1) test candidate may be excused at a time to use the restroom. There will be no time added to the 2 hours test time for restroom breaks, test candidate must be informed.
- Test Proctor is required to provide a 30 minute, 15 minute, and 5 minute warning as the end of the test time allotment approaches.
- Upon test administration completion, the test booklet must be personally hand delivered by test candidate to the proctor. Exam and answer sheet must be immediately placed in envelope to be sealed and returned via Federal Express.
 - **Proctor may *not* review the candidate's exam and/or answer sheet**
 - **Proctor is *not* to give advice and/or consultation during the exam**
 - **Proctor may *not* imply or in any way or fashion provide the test candidate with what is believed to be a test question/s/ and/or answer**
- Proctor must handle the test form booklet/s/ personally and not provide this or any related documents to any unauthorized faculty or staff member for return delivery handling.
- Test Form Booklet/s/ must be personally delivered by proctor to Federal Express within twenty-four (24) hours of test administration
- In the event that the scheduled exam is cancelled or a re-schedule is required, the test materials are to be returned immediately to SMT, per Federal Express return delivery instructions (unless express written consent has been given to Test Proctor to hold the Test Form Booklet/s/ for an alternative test date).

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 test candidate and proctor for continued test 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 test administration time. Proctor must accurately track lost time.
- Proper fire exits must be made available to the test candidate/s/ in accordance to related state fire safety codes and procedures.

If an emergency evacuation is required, proctor must instruct the test candidate/s/ to leave the test room and not use study material, or discuss test content with other candidates (when applicable), during the evacuation. No materials may be removed from the test 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 test facilities are free from barriers which restrict facility access and test 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

3. Proctor Conduct Requirements

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 test proctor and personnel of the test site location:

- Appropriate dress. Business casual or professional casual athletic wear
- Timeliness. It is necessary to be on test facility site **before** the candidate arrives. A test site room pre-check is required. Proctor must be timely and assure an exact two (2) hour test administration time duration.
- Professionalism. Proctors represent the NFPT and must act accordingly. Examples include but are not limited to the following:
 - Appropriate language must be used at all times. Absolutely no cursing, offensive, and/or sexually charged language
 - Use appropriate mannerisms and non-verbal communication.

NFPT expects its proctors to behave in an appropriate and professional manner.

Confidentiality

- Proctor will maintain confidentiality with regard to all NFPT professional documents, including but not limited to the NFPT exam – **APPENDIX D**
- NFPT will keep all documents and conversations, as it pertains to the proctor's personal contact information and test incident reports, confidential unless otherwise informed and permitted by proctor.
- NFPT will keep all documents related to the candidate's certification test score confidential.
- Test Proctor will keep all test content and related documentation confidential.

Policy on Cheating

Cheating, and any suspicion of, is taken very seriously. It is the responsibility of the NFPT proctor to monitor all test 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 test score analysis statistics
- Proctor notifies NFPT of suspected cheating
 - Refer to *Test Site Report (APPENDIX E)*
- Other test candidate/s/ notify NFPT of suspected cheating

An NFPT Certification test incident involving the investigation of the test candidate/s/ will result in one of the following determinations:

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

SECTION 4: Test Proctor Agreement and Compliance

All policy, procedure and instructional requirements, as set forth in this *NFPT Proctor Training Manual*, must be adhered to in order to assure professional test administration and valid test score processing. A proctor who fails to follow test administration procedures will be considered non-compliant. The degree by which a Test Proctor is non-compliant will be determined at NFPT Certification'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 Test Proctor and testing site location at its discretion.

Why Compliance is Important

Compliance with test administration procedure assures that:

- testing conditions are standardized, safe, and professional
- test candidate's information and NFPT test 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 (3) 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 test handling, administration, or return delivery

Remedies and Consequences of Non-Compliance

If an NFPT proctor and/or their facility is suspected to be non-compliant, NFPT may schedule an audit or, depending on the nature of the concern, conduct an audit 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's NFPT proctor status may be immediately revoked and, depending on nature of 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 test materials, 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 test materials could include financial responsibility for any test materials compromised by your actions.

Test Site/Proctor Audits

An audit of the test site and/or Test 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 *Test Proctor Audit Form (APPENDIX F)* will be given to the proctor at the completion of the audit.

Test Candidate Appeals Process

The test candidate is given and provided access to many documents, including *Test Sitting Instructions and Responsibilities (APPENDIX D)* before the exam is administered. This allows the test candidate to review the policies for test administration first hand so that they may be aware of such things as 2 hour time limit, supplies and documents that they can/cannot access, and general test delivery processes. This form also allows the

candidate to document any violations, which may include distractions, improper proctor behavior, or site issues/barriers.

Training Conclusion and Checklist:

Congratulations, you have now completed your NFPT test proctor training. Be sure to have completed and/or submit the following:

- ✓ A thorough review and understanding of the policies and procedures in this manual.
- ✓ **Test Proctor Application (APPENDIX A)** – provides NFPT with contact/address, references, test candidate/s/, and test date information.
- ✓ **Proctor Disclosure Declaration (APPENDIX B)** – NFPT takes test security and delivery very 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 test materials will be handled professionally and with great caution and attention to such things as confirmation of receipt of exam, handling of the exam before, during, and after administration, and prompt return delivery of test material.
- ✓ **Qualification Documents** – NFPT requires one or more professional document submissions to establish and verify the proctor’s qualification as an NFPT test administrator. An example of this type of document would include a teaching license/credential or employment verification letter from an educational center supervisor.

Complete and return all documentation to NFPT Human Resources Director for review. You will be provided with Test Proctor approval or denial status and/or request for additional supporting documentation, by phone or email, within 4 business days of the receipt of documentation. Thank you for your desire to participate in test administration as a NFPT Test Proctor. We appreciate your time and service to an NFPT Test Candidate.

NFPT Headquarters
PO Box 4579
Lafayette, IN 47903
Fax: 765-471-7369
HRdept@nfpt.com

TEST PROCTOR APPLICATION

APPENDIX A

NOTE: This agreement must be fully completed and executed, by any and all individuals authorized to act in the capacity of an authorized Proctor for National Federation of Professional Trainers (NFPT). Print clearly and legibly, incomplete forms will not be processed!

PROCTOR BIOGRAPHICAL INFORMATION

LAST NAME: _____

FIRST NAME: _____

MIDDLE NAME: _____

D.O.B.: _____ S.S.N./ID#: _____

RESIDENTIAL ADDRESS: _____

CITY: _____ STATE/PROVIDENCE: _____

POSTAL CODE: _____ PRIMARY PHONE: _____

WORK EMAIL: _____ PERSONAL EMAIL: _____

Country Citizenship: () USA () Other, Specify: _____

EMPLOYMENT INFORMATION

CURRENT EMPLOYER: _____

EMPLOYER ADDRESS: _____

CITY: _____ STATE/PROVINCE: _____

POSTAL CODE: _____ WORK PHONE: _____

POSITION: _____ DUTIES: _____ START DATE: _____

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 Test 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 Test Proctor and the consequences for non-compliance as described herein.

x _____
(signature)

(date)

**Fax this *Test Proctor Application* and teaching license or equivalent (Qualification Document/Credential) to: 765-471-7369
or mail to:
NFPT Headquarters – PO Box 4579-Lafayette, IN – 47903**

**Questions? Call:
800-729-6378**

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 Delivery 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 specifically authorized 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 to the Proctor section of NFPT's website.

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 testing system for each examination administered.

h) I will not offer or provide any hints, suggestions, definitions or clues to the answer of any examination 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 test administration.

ii. Candidate(s) does not have access to any items and materials, other than those specifically listed within the authorized materials section.

iii. Ensure that the candidate does not bring or use a cell phone, pager, camera or recording device of any kind into the test room.

iv. Ensure that the candidate does not bring in, or are in POSSESSION of any electronic equipment/resources into the testing room such as paper, pens, notes, dictionaries, iPod's, Blackberries, lap-tops, Bluetooth ear pieces, wristwatch, camera or any other electronic devices, etc. during the test administration.

v. Ensure that no one shall copy, by hand or electronically, any examination material.

vi. Ensure that each candidate signs their name on the NFPT candidate roster 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, hereby 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

PROCTOR DISCLOSURE DECLARATION

APPENDIX B

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 Delivery 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: _____

WITNESS SIGNATURE: _____

WITNESS FULL NAME PRINTED: _____

WITNESS ADDRESS: _____

Return by one or more of the following methods:

FAX: 765-471-7369

EMAIL: HRdept@nfpt.com

MAIL: NFPT HQ – PO Box 4579 – Lafayette, IN 47901

Test Instruction Form (1)

Receiving and Accounting for NFPT Test Materials

FOR TEST PROCTOR

Please carefully review the following to ensure successful test administration:
(for complete Proctor Training Manual: www.nfpt.com/proctors)

1. Review Shipment Contents

Immediately, upon receipt of test materials, test booklets must be inspected to ensure that the condition of the test booklets are satisfactory and intact. Your shipment will contain the following:

- ✓ **Test Booklets and Answer Sheets**
- ✓ **Packing List/Shipment Receipt Confirmation – *MUST BE COMPLETED WHEN PACKAGE IS RECEIVED***
- ✓ **Discrepancy Form** – report any discrepancy in the shipment/receipt of test material, if needed
- ✓ **Seating Chart** (provided only when receiving two or more tests)
- ✓ **Test Site Report/Incident Reporting** – please complete to ensure accurate recording of test details
- ✓ **Test Instruction Forms (1) and (2)** – accountability instructions “FOR TEST PROCTOR” and “FOR TEST CANDIDATE”
- ✓ **Return Federal Express Shipping Label and Envelope/Box**

2. Confirm Receipt of Test Material

After verifying that the test booklet number/s/ corresponds to the *Packing List* “CONTENTS”, fill out the section of this form marked “Shipment Receipt Confirmation” and fax the form to the SMT Vault Monitor at (727) 734-9578.

In the event that there is a discrepancy between materials actually received and that of the Packing List “CONTENTS”, complete the “Discrepancy Form” and fax it to the SMT Vault Monitor at (727) 734-9578.

3. Return All Test Material (must be returned within 24 hours of test date):

NFPT test/s/ must remain secure at all times! After completion of the test, all materials should be returned to SMT **no later than the first working day** after the test date. Test booklet/s/, answer sheet/s/, Test Site Report and Seating Chart (if applicable) should be placed in the return package. Complete the Federal Express return label, affix to the package and drop off at your local Federal Express location (or call **1-800-GOFEDEX** to arrange for Federal Express pick-up).

A lost, or otherwise non-recovered, test constitutes an administrative breach and termination of your proctor status and possible further investigation. PLEASE CAREFULLY HANDLE AND IMMEDIATELY RETURN TEST MATERIAL.

4. Test Date Cancellations or Re-Schedules

In the event that the scheduled test is cancelled or a re-schedule* is required, the test materials are to be returned to SMT within 48 hours of the initial test date. ALL SHIPMENT CONTENTS MUST BE RETURNED. Complete the Federal Express return label, affix to the package and drop off at your local Federal Express location (or call **1-800-GOFEDEX** to arrange for Federal Express pick-up).

*Prior to returning the test material, call NFPT at 800-729-6378 if a re-schedule can occur within one week of initial test date.

THANK YOU

Test Instruction Form (2) ***Responsibilities and Protocols***

FOR TEST CANDIDATE

Required reading for Proctor and Test Candidate

NFPT reserves the right to cancel test scores and require a test candidate to re-schedule, re-take or may otherwise revoke future test eligibility if incidents occur or observations are made which are in violation of one or more of the following (not a comprehensive list):

- **No personal items or printed material, i.e. handbags, PDAs, cell phones, books, notes, dictionaries, ect., are allowed in the test room**
- **No assisting others through the impersonation of another test candidate, sharing information of any kind, giving or receiving advice or other help**
- **Test Candidates must be seated at least 4 feet apart from all other test candidates**
- **No Disturbing or distracting others in any way through the test process**
- **Test candidates must properly bubble in score sheets with #2 pencil:**
Test Candidate/s/ must bubble in their **Name, Test Booklet ID#, Test Code#, and Test Form#** (found from the test booklet.) This information **MUST** be filled in and bubbled with #2 pencil on the score sheet. **If not, there will be at least a two week delay in receiving results and an administrative fee will be assessed in the amount of \$25 to the test candidate.**
- **Test candidates with similar or identical response string data may lose test candidate eligibility status:**
Identical response string incidents are reported to NFPT when all answers (right and wrong) are marked the same by two or more test candidates. Identical response strings are statistically and mathematically improbable; therefore a re-test or test eligibility revocation will occur. Test candidates should be monitored throughout the entire duration of test administration and should not be sitting any closer than 4 feet from one another. The enclosed seating chart must be used and returned **when testing more than one candidate.**
- **Results will be mailed to the test candidate approximately 3 weeks from the test date**

THANK YOU

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

TEST SITE REPORT

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

Incident Reporting <i>If you feel that a test 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:

TEST PROCTOR AUDIT FORM

APPENDIX F

An audit of the facility and/or proctor can take place at any time. The purpose of an audit is to confirm that the Test Proctor is adhering to the policies and procedures in the *NFPT Proctor Training Manual* and is following all test 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:

**Additional sheet/s/ may be used to document violation. Below, provide brief explanation, if applicable, for each proctor submission violation.*

Proctor Notification Requirements:

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

Standardized Testing Conditions:

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

Test Proctor Personnel Requirements:

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

This test 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 NFPT Test Proctor will receive a copy of appropriate test 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.