

ALABAMA FIRE COLLEGE

# PROCTOR TRAINING

TRADITIONAL TEST ADMINISTRATIONS

REVISED 01/25/19



**ALABAMA FIRE COLLEGE**

AFC Written Exam Proctor Training - Traditional Exam Administrations

# AFC MISSION STATEMENT

- Our continuing commitment is to facilitate excellence in education, training, certification, and support services for the emergency response community.



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# TRAINING OBJECTIVES

- The objectives for this training:
  - Define certification, accreditation and testing
  - Define test proctor qualifications, training requirements and responsibilities
  - Clarify roles of the student, proctor and AFC Certification staff involved in the arrangement, administering and processing of the proctored written (cognitive) certification exam
  - Create awareness of and understanding for certification and testing processes
  - State the policies and procedures for proctoring a written certification exam



# TRAINING OBJECTIVES

- Clarify that these policies apply to all cognitive tests (any format) administered under the Alabama Fire College and Personnel Standards & Education Commission auspices.
- Clarify that these tests may only be administered in a professional/educational and proctored (physical) environment (NOT in a private residence) for the entire duration of the exam.



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# EXAM ADMINISTRATION OVERVIEW

- Exam administration will be consistent, follow the established format and be administered by an AFC-approved Proctor. (AFC Policy # 704.08)
  - The AFC-approved Proctor will maintain examination security at all times.
  - The AFC-approved Proctor will have authority over the exam administration.
  - The AFC-approved Proctor will use the established Instruction Sheet and Administration Forms to administer the exam.



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# WHAT IS CERTIFICATION?

- Certification is the verification that a candidate has successfully completed an evaluation of his/her knowledge, skills and abilities against a consensus standard by an accredited certification system/agency.
- The Individual Fire Fighter gets ***CERTIFIED***. Qualified people gain **certification**.
- The consensus standards used by the AFC are the NFPA standards.



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# WHAT IS ACCREDITATION?

- Accreditation serves as an affirmation that the certification test processes of the Alabama Fire College meet the standards of excellence as defined by the national accrediting body.
- Testing procedures must uniformly and consistently measure the performance of candidates to those skills, abilities and knowledge in the job performance requirement, requisite knowledge and requisite skill of the applicable professional standard.



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# WHAT IS ACCREDITATION?

- Accreditation is the official approval of an institution. The organization gains accreditation. Only qualified agencies/institutions are accredited.
- Accreditation involves a third party review where a site team will study the policies, procedures and processes of certification testing to insure compliance with the current NFPA standards.
- The Alabama Fire College is accredited for levels with both the Pro Board and IFSAC



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# WHY IS ACCREDITATION IMPORTANT?

- Affirms that the firefighter has been through a program that has been validated by a third party accrediting body
- Opens mobility opportunities to candidate
- Increases job marketability
- Increases promotional opportunities
- Improves safety and health for firefighters and citizens they serve
- Ensures consistency
- Better, more modern training, education and accredited testing lead to safer emergency responders; Safer emergency responders lead to safer communities; Safer communities lead to a safer world.



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# ACCREDITATION CONCERNS

## PRO BOARD & IFSAC VERIFIES:

- That the AFC has the capability to test every JPR (job performance requirement) at every test site for every NFPA standard or level that we submit for accreditation.
- That the testing is done consistently, fairly and safely for every individual.
- That there are written policies and procedures that guarantee the above.

Maintaining accreditation affirms that the AFC meets or exceeds the Pro Board and IFSAC requirements.

**Site Visits in 2013, 2014, & 2018-all successful for continued accreditation**



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# AFC DEFINITION OF TESTING

- The act of giving certification candidates an examination to determine what the candidate knows, what they have learned and their level of competency as compared to a National Fire Protection Association standard. The AFC tests using both cognitive and psychomotor exams per level.
  - Cognitive knowledge is tested by a written exam - AFC offers written testing in 2 formats: paper-based and computer-based
  - Psychomotor skills knowledge is tested by either a skills-based performance exam or through project methodology

**See our Certification Course Criteria Chart located on our webpage for the test methodology for each course.**



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# TESTING SITES AND LOCATIONS

- Alabama Fire College certification exams must be administered in a professional or educational setting. (AFC

Policy #704.20)

- **Approved Locations:**

- On Campus at AFC (Tuscaloosa, Alabama)
- Regional Sites (across the State of Alabama)
  - Regional or Extension Training Centers
  - Approved Fire Departments
- Open testing (initial and retest) (see AFC webpage)
- Individual Request
  - (considered a Non-Traditional Test Administration – please see our separate powerpoint for training on administering this type exam). Test sites must be approved prior to testing.



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# ACCEPTABLE TEST SITES FOR NON-TRADITIONAL INDIVIDUAL REQUESTS

- Certification exams are only administered in Professional/Educational Settings, such as (but not limited to):
  - Military Base Education Center
  - Library
  - Post-Secondary Educational facility
  - Human resources office
  - Certifying agencies (contact AFC for agency in your local area)
  - Other locations as approved by the AFC Certification Staff



# ALABAMA FIRE SERVICE TERMINOLOGY

- **Regional Personnel, Certification Unit Staff**
  - Employees of Alabama Fire College who proctor/monitor all field, on-campus, and DOD/Industrial courses to include the written and skills examinations
- **Proctor**
  - Responsible for the oversight of test administration for either written (cognitive) and/or skills examinations using established criteria following AFC policies and procedures
- **Skill Evaluator**
  - Supports the Proctor at a test site. Is responsible for observing practical skills (psychomotor) examination candidates and for completing skills evaluations using established criteria following AFC policies and procedures.
- **Project Evaluator**
  - Certification Unit approved Subject Matter Experts that are trained and are responsible for grading completed project work following an established rubric and established criteria following AFC policies and procedures.



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# TEST ADMINISTRATION REQUIREMENTS

Certification cognitive (written) and skill (practical) exams will only be administered by AFC-approved personnel. (AFC

Policy # 705.01 & 705.02)

- Individuals meeting selection criteria must complete the training and application requirements.
- Listing can be obtained by emailing [certification@alabamafirecollege.org](mailto:certification@alabamafirecollege.org)



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# AFC PROCTOR REQUIREMENTS

- All cognitive exam proctors (traditional and non-traditional) shall have completed training prior to administering an exam as prescribed by the Certification Unit of the AFC. (AFC Policy # 705.01 & 705.02)
- Traditional proctors shall complete and submit:
  - The Traditional training powerpoint
    - available via our website
    - in conjunction with Certification Unit instruction
  - The Traditional Proctor Application form
- Renewal process must be completed annually.
- Proctors oversee test administration for both cognitive and skills examinations. An individual can serve as a Proctor as well as an Evaluator.



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# AFC PROCTOR EXCLUSIONS

- Proctors must NOT be part of the course instructional team for the test that is being administered (AFC Policy # 705.01 & 705.02)
- Proctors should limit administering tests for agencies with which they have or have had any affiliation (work/volunteer/board member, etc.)
- Potential Proctors that are current Fire Service Personnel may not be utilized to administer written examinations for certifications that they do not hold
  - Required to submit proof of certification, if not issued by the AFC (AFC Policy #705.01)
- To eliminate conflict of interest issues, Proctors CANNOT be a:
  - Relative, friend, classmate, supervisor, employee, coworker
- Proctors at a DoD facility must NOT be:
  - The facility fire chief, instructor, or in the individual's chain of command



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# PROCTOR: EXPECTATIONS

- Proctors are expected to understand, enforce and monitor the test site for security, fairness and safety.
- Proctors must work to uphold the following:
  - Mission of the Alabama Fire College
  - Safety of all involved in the Certification Process
  - Integrity of the Certification Process
  - Testing Policies/Procedures
  - Student Advocacy



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# PROCTOR RESOURCES

- The AFC website contains the following documents to assist the Proctor:
  - Proctor Resources – Forms provided to assist the proctor for any type test administration ; <http://www.alabamafirecollege.org/topmenu/certification/proctor-resources>
  - Certification Information & Policies – Students should be made aware of this information on our webpage:  
<http://www.alabamafirecollege.org/vertical-menu/forms-and-resources/certification-course-resources/testing-information-page>
  - Certification Course Criteria -  
<http://www.alabamafirecollege.org/docs/default-source/docs/certification-course-criteria-chart-101918.pdf?sfvrsn=2>



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# PROCTOR RESOURCES

- The AFC website contains the following documents to assist the Proctor:
  - Written Exam Testing Resources
    - Proctor Instructions – Written Exam –  
<http://www.alabamafirecollege.org/docs/default-source/testing/proctor-instructions-written-exam.pdf?Status=Master&sfvrsn=4>
    - Test Administration Report – Written Exam -  
<http://www.alabamafirecollege.org/docs/default-source/testing/written-exam-test-admin-report.pdf?Status=Master&sfvrsn=14>
  - Computer Based Testing Resources
    - Proctor Instructions – Computer Based Testing -  
<http://www.alabamafirecollege.org/docs/default-source/testing/proctor-instructions-computer-based.pdf?Status=Master&sfvrsn=8>
    - Test Administration Report – Computer-Based Testing -  
<http://www.alabamafirecollege.org/docs/default-source/testing/computer-based-test-admin-report.pdf?Status=Master&sfvrsn=8>
    - Student/Proctor Verification Form (for Out of State CBT testing) -  
<http://www.alabamafirecollege.org/docs/default-source/testing/student-proctor-verification-form.pdf?Status=Master&sfvrsn=6>



# CERTIFICATION RESOURCES

- The AFC website contains the following documents to assist the Proctor:
  - Accreditation Information -  
<http://www.alabamafirecollege.org/topmenu/certification/accreditation>
  - Certification Manual (Policies/Procedures of the Unit) -  
<http://www.alabamafirecollege.org/docs/cert-manual/table-of-contents.pdf?sfvrsn=2>
  - Certification/Testing Information – (should be made available to each candidate for certification)  
<http://www.alabamafirecollege.org/vertical-menu/forms-and-resources/certification-course-resources/testing-information-page>



# GENERAL ROLES & RESPONSIBILITIES

- Proctor Role & Responsibilities
- Student Role & Responsibilities
- AFC Staff Role & Responsibilities



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# PROCTOR ROLES & RESPONSIBILITIES

- Proctor's role:
  - Adhere to AFC policies as defined by the AFC&PSC Certification Manual (see AFC's website, Certification section)
- Proctor's Responsibilities:
  - Confirm contents and the security of the testing package upon receipt. Report any discrepancies/tampering to the AFC Certification Unit as soon as possible.
  - Maintain strict/secure control of all testing materials
  - Maintain exam integrity
    - The printing, copying or reproduction of exam questions in any form is prohibited
  - Evaluate the room for appropriate and secure testing environment
    - Quiet, free from distractions & comfortable



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# PROCTOR ROLE & RESPONSIBILITIES

- Verify student(s) eligibility to test from the official testing roster and the instructor
- Ensure that all necessary technologies are available and working
- Ensure that the Cell Phone Usage – Test Site policy is being followed (AFC policy # 704.32); No cell phones or cellular devices are allowed in the test room by the candidates.
- Ensure, during testing, that table(s) are cleared of all items, including books, notes, coats and food items
- Allow no visitors in test room
- Provide course survey prior to test administration without Instructor present (if required for the course) (must use forms provided)
- Maintain integrity of survey anonymity – do not share survey data
- Read to candidate word for word the appropriate test instructions (script) provided with exam





# PROCTOR ROLE & RESPONSIBILITIES

- Monitor for cheating of any type

Proctor has authority to move or counsel with a student in regard to cheating; if this is not effective, terminate the test, and dismiss the student. Document and report the incident to the AFC as soon as possible.

- Any Interpretation of questions during testing or commenting on student's performance is NOT allowed
  - Document candidate comments on the Test Administration form
- Supervise the student(s) during the entire duration of the exam
- Ensure exam is completed in one sitting within time limit allowed
  - See time limit section of the Certification Course Criteria on the AFC Webpage
- Ensure that there is adequate space between test takers and that the environment is conducive to testing (adequate lighting and ventilation)



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# PROCTOR ROLE & RESPONSIBILITIES

- The Proctor bears a huge amount of responsibility in protecting the integrity of the certification process. An AFC proctor needs to have an awareness regarding test theft.
  - Examples of test theft may include (but not limited to):
    - Use of cell phones/cellular device/smart watches to text, photograph, access internet, etc. during an exam
    - Copying of test items (in any form/format)
    - Students passing on test items to others (from memory)
    - Accessing other browsers during a computer-based/web exam
    - Proctor providing test access to others (at any point that the test package is in the Proctor's possession)
    - Accessing files (digital) (particularly during the developmental stages of certification banks)
- A great amount of cost, time, and labor are required to produce certification exams. A test theft is costly and greatly impacts our accredited partners as well. A test compromise can also affect our accreditation status.



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# PROCTOR ROLE & RESPONSIBILITIES

At the completion of the exam, Proctor should:

- Complete & sign the Test Administration Report and the Student/Proctor Test Verification Form.
- Return all testing and other applicable materials to the Alabama Fire College within 48 hours (if not possible, please communicate with the Certification Unit)



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# PROCTOR ROLE & RESPONSIBILITIES

- Proctor should verify, complete and return the documents included in the Secure Test Package:
  - Proctor Briefcase Checklist
  - Test Packing Slip (indicates Test Date; Time; Proctor; Test ID; Test # & Booklet #'s, etc)
  - Test Administration Report (complete & sign)
  - Test Roster (indicates eligibility: audits, note show/no-shows)
  - Student Information Data Sheet (student must initial that information is accurate and permission is given for release of test score via email)
  - Test Booklets or Web Test Help Sheet (containing ID/Password)
    - No other individual should have access to the booklets other than the actual proctor before or after the exam
  - Course Critiques/Surveys
  - Extra Scantron Answer forms
  - Scratch Paper (must be taken up after test administration)



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# PROCTOR ROLE & RESPONSIBILITIES

- Proctor should verify the documents included in the Secure Test Package, Continued:
  - UPS Return Label (if applicable)
  - Pencils
  - Completed Forms Folder
  - Skills Package (if applicable)
    - JPR Report Form
    - Skills Course Roster
    - Orientation Sign-In
    - Evaluator Agreement Form
    - Practical Skills & Examination Station Results Summary
    - Individual Skills Sheets (signed by Evaluator & Student)



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# PROCTOR ROLE & RESPONSIBILITIES

- Proctor is responsible for administering the following prior to the skills test for skills test administration:
  - Evaluator Orientation
    - To be administered prior to skills testing
    - Proctor should verify evaluators eligibility for evaluating a skills test
  - Student Skills Orientation
    - To be administered prior to skills testing
    - Script provided should be followed
  - Pre-Test Briefing for Skills Test



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# STUDENT ROLE & RESPONSIBILITIES

- Student must be familiar with testing policies & procedures
- Student must maintain academic integrity
  - Academic fraud will not be tolerated in any form during any type of evaluation. The AFC take the issue of cheating and unethical conduct seriously and all incidents will be investigated. (AFC Policy # 704.21)

## For Non-Traditional Exam Administrations:

- Student must be responsible for making initial contact with proctor to make necessary arrangements for testing (initial and/or retest)
- Student must pay any testing/retesting fees, proctor fees, mailing expenses, etc., prior to test administration



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# AFC CERTIFICATION UNIT STAFF ROLE & RESPONSIBILITIES

- AFC Certification Unit Staff bears responsibility for final approval of ALL proctors
- AFC Certification Unit Staff will maintain approved proctor listing
  - (with contact information & credentials in our Certification database)
- AFC Certification Unit Staff will provide proctor all necessary materials, instructions and support for administering exam
- AFC Certification Unit Staff will provide all necessary materials for return shipment of testing materials



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# TEST SECURITY

- Proctor should be aware that accreditation of the Alabama Fire College requires a specific level of security for all aspects of the test administration (receipt, delivery & return). The Proctor bears a huge amount of responsibility in protecting the integrity of the certification process.



# TEST SECURITY

The proctor must maintain strict control of all test materials at all times.

- Including Student IDs and other confidential information associated with the exam; exam passwords for web tests
- ID and password, if applicable for the test administration, should be destroyed upon completion of exam or returned to the AFC Certification Unit
- The proctor should remain alert and in the exam room continuously for the duration of any exam (Proctor should NOT leave test room)
- Test questions are NOT to be written, printed, copied, reproduced or retained in any form.
- Proctor must monitor the computer screen (for web testing) to assure only test screen is open (student must not access browser, other programs, etc., while testing)



# PROCTOR VIOLATION

- A proctor/evaluator found to be in violation of any of the Proctor policies and procedures established by Alabama Fire College will be removed from the AFC-approved proctor listing.

(AFC Policy # 705.14)



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# TESTING/RETESTING/CERTIFICATION POLICIES

- Students not meeting the required 70% on their final score may retest 30 days after the original test date.
- All certification testing and retesting must be completed within 12 months of the course completion date.
- All costs associated with a retest are the responsibility of the student and must be paid prior to test administration.



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# TESTING/RETESTING/CERTIFICATION POLICIES

- Test scores are considered student records and are therefore confidential.
- Candidates only are notified by email of their test results score.
- Certification status may be found on the AFC website after certification is awarded. Certificates are emailed to the individual and their sponsoring department chief.
- The AFC provides the certification information to both accrediting bodies for the individual.



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# ACADEMIC FRAUD

(AFC POLICY # 704.21)

Academic fraud will not be tolerated in any form during any type of evaluation. Candidates will be held to the highest degree of conduct. The AFC takes the issue of cheating and unethical conduct seriously and all incidents will be investigated. (AFC Policy # 704.21)

- It is the responsibility of all representatives of the AFC to actively deter academic dishonesty. Apathy or acceptance in the presence of academic dishonesty is not a neutral act. All members of the agency – students, staff, instructors, test proctors and practical skills evaluators, all share the responsibility of challenging and making known acts of apparent academic dishonesty.
- Academic fraud: Acts such as cheating, fabrication, facilitating academic dishonesty, and plagiarism, See policy for further definitions of these acts.



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# PROCTOR AUTHORITY REGARDING EMERGENCIES

- The test proctor has the authority to cease and restart the examination depending upon the circumstance. (AFC Policy # 705.18)\
- Any circumstance of this type requires notification to the appropriate AFC representative as soon as possible and should be documented on the Test Administration paperwork.
  - Life safety issues, other emergencies & interruptions
  - Inclement weather
  - General safety of students and proctor
  - Medical emergencies




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# Complete the Proctor Application Form and forward to the Certification Unit of the Alabama Fire College prior to serving [certification@alabamafirecollege.org](mailto:certification@alabamafirecollege.org)

## Fillable Form:

<http://www.alabamafirecollege.org/docs/ppt/proctor-application-form-traditional-11.pdf?sfvrsn=2>



**ALABAMA FIRE COLLEGE**  
**Proctor Application Form**

The Fire College will process its request as a proctor for the Alabama Fire College certification examination. Please complete the following requirements to begin the process:  
STEP 1 (PROCTOR): Complete the Alabama Fire College Test Proctor Training  
STEP 2 (PROCTOR): Submit the Alabama Fire College Proctor Application Form

Should you have questions regarding this form, please call (205) 381-3345 or (205) 343-7402 or e-mail cert@alabamafirecollege.org. Hours of operation are M-F, 8-5 CST.

**PROCTOR INFORMATION**

Last Name	First	Middle	Initial
Title, Job Description			
Employer			
Business Address	City	State	Zip
Home Address	City	State	Zip
E-mail	Work Cell	Home	Other
Successor	Cell Phone		
Level of Education	Training		
Employer			

I, my signature below, attest that I have completed all required training as set forth by the Alabama Fire College that meet the eligibility requirements, and am willing to assume the responsibility to serve as an Alabama Fire College certifier of a written or online certification exam to its applicants on the online exam proctor. I, as a Fire College certifier, will adhere to professional standards when serving and agree to ensure the exam is conducted within the proctor responsibilities and procedures outlined in the Alabama Fire College Test Proctor Training documents. Most importantly, by my signature below I affirm that, as knowledge that I understand my responsibility for the safe, orderly, handling and administration of the state of Alabama certification exam is so recognized by this agreement that the Alabama Fire College may monitor me for verification purposes and grant permission for verification of my credentials. This form must be submitted annually for renewal.

Proctor Signature \_\_\_\_\_ Date \_\_\_\_\_

Please sign and submit this application form and return to the Alabama Fire College - Training Division - 205-291-5757 or by email at cert@alabamafirecollege.org.

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# QUESTIONS

- All questions regarding this training or testing issues should be directed to the Certification Unit of the AFC
  - [CERTIFICATION@ALABAMAFIRECOLLEGE.ORG](mailto:CERTIFICATION@ALABAMAFIRECOLLEGE.ORG)
  - (205) 391-3745

*THANK YOU!*



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