

## Proctor Standards Policy and Procedure

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Implementation & Review:	Chelsea Breeze
Superseded Document:	
Related Documents:	

Any questions or concerns with this Policy and Procedure document should be referred to the first-line supervisor. If questions are not resolved, follow the organizational chart.

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### 1.0 Purpose

The purpose of this policy is to set forth standards for individuals who act as proctors in administering the StateFoodSafety Food Protection Manager Certification (CFPM) exam. Proctoring is a critical part of the certification program. It is necessary that any potential proctor understands and agrees to the standards outlined in this document.

### 2.0 Scope

At its discretion, AboveTraining Inc. (DBA StateFoodSafety) approves qualified individuals and agencies who have been adequately trained in exam administration best practices and agree to follow its standards as proctors for the CFPM exam. Only approved individuals and agencies may administer the StateFoodSafety CFPM exam.

### 3.0 Definitions

Please refer to StateFoodSafety's controlled *Definitions* document for clarification of the following terms:

- *Candidate*
- *Certification*
- *Exam session*
- *Examination (exam)*
- *Fee collection*
- *Form*
- *Item*
- *Proctor*

### 4.0 Proctor Standards

All candidates must be provided with a fair and equitable opportunity to demonstrate their qualifications and competency using the CFPM exam. Accordingly, proctors must do their best

to adhere to best practices for exam administration to prevent fraud, cheating, and loss of exam integrity.

A proctor is expected to:

- Follow the guidelines for exam administration contained in this policy and in all other proctor materials created and distributed by StateFoodSafety.
- Complete an approved proctor training program and test. These must be completed before an individual may be approved as a proctor and at least every three (3) years thereafter.
- Sign the Proctor Agreement for StateFoodSafety Examinations or a similar services agreement provided by the proctoring agency.
- Schedule examinations far enough in advance to allow for pre-registration of online examination.
- Organize and direct all activities and procedures at the exam location to maintain secure, consistent examination sessions.
- Ensure there is sufficient space between candidates to allow for exam privacy and security.
- Ensure that there is at least one trained proctor for every 35 candidates in each room in which the examination is being administered.
- Exercise appropriate vigilance to identify potential security breaches and report them to StateFoodSafety.
- Cooperate with any security-related inquiry conducted by StateFoodSafety or one of its agents.
- Provide a summary of each exam session to StateFoodSafety. Any anomaly or exam accommodation must be indicated in the summary.
- Verify the identity of each candidate to prevent someone attempting to take the exam in another's stead.
- Check for and exclude any unauthorized objects, devices, and persons.
- Ensure that all candidates are treated fairly, respectfully, and equitably.
- Adequately secure any controlled or confidential information including but not limited to the exam itself.
- Administer the examination in accordance with all applicable regulatory requirements from federal, state, and/or local agencies.
- Create and maintain documentation as required by StateFoodSafety.
- Facilitate approved exam accommodations.
- Recuse him/herself from proctoring where a conflict of interest may exist. Such situations include but are not limited to:
  - Proctoring the exam of a relative.
- Refuse proctoring to an individual or in a situation that might pose a heightened risk to exam security.

- Conduct him/herself with honesty and integrity.
- Represent AboveTraining Inc. and StateFoodSafety in a positive manner.

A proctor is required **not** to:

- Create any type of answer key or share any exam questions/answers with any person at any time for any reason.
- Grade exams.
- Make any kind of guarantee that any candidate will pass the examination.
- Print, make digital copies, or capture screenshots of any screen from the online exam.
- Review, discuss, copy, publish, or retain any StateFoodSafety Food Protection Manager Certification Exam, whether whole or in part.
- Proctor any exam sessions after having taken the StateFoodSafety Food Protection Manager Certification Exam for their personal certification during the rest of the business quarter:
  - Quarter 1: Jan–Mar
  - Quarter 2: Apr–June
  - Quarter 3: July–Sept
  - Quarter 4: Oct–Dec
- Falsify or tamper with exams, examination records, scores, results, or any material provided for candidates by StateFoodSafety.
- Use information taken from an exam to teach a course or otherwise educate any person who may be a candidate for the exam.
- Assist, enable, permit, or knowingly fail to report any potential security violation including but not limited to:
  - Submission of counterfeit information or documentation.
  - A candidate being assisted with the exam (except for documented disability-related accommodation).
  - Misrepresentation of identity.
  - Cheating and/or fraud of any kind including falsification of certification.
  - Improperly accessing exam item banks or databases.
- Admit examinees to the test site once the exam has been opened for other examinees.

## 5.0 Exam Site Requirements

Exams shall be administered by a trained proctor or testing center administrator in a secure environment. The environment must:

- Remain private to exam personnel and candidates during the exam.
- Exclude unauthorized testing aids or distractions within the proctor's control.
- Offer sufficient space between candidates so that candidates may not view others' exams.
- Provide lighting, space, comfort, workspace, and accommodations to allow candidates to perform at their highest level of ability.

- Conform to legal requirements for safety, health, and accessibility for all qualified candidates.

## **6.0 Policy for Candidate Ejection from Exam Session**

Proctors maintain the right to eject any candidate from the exam session if they believe the candidate's actions directly or indirectly compromise the integrity of the exam or testing environment. Candidates who attempt to cheat or assist others in cheating, disrupt the test-taking environment, or behave in ways counter to the StateFoodSafety Candidate Code of Ethics may be ejected at the proctor's discretion. Exams from which a candidate is ejected will be considered "failed." Candidates who believe they have been ejected erroneously are encouraged to utilize the Complaints and Appeals Procedure.

Proctors are encouraged to bring candidate actions into control and compliance with the Candidate Code of Ethics prior to ejection. All actions should be carefully documented for review in the exam session notes.

## **7.0 Consequences for Breach of Proctoring Standards**

Any proctor determined to be in breach of the proctoring standards set forth by StateFoodSafety may be subject to:

- Revocation of proctor registration.
- Revocation of proctored candidates' certificates.
- Restitution of damages caused to StateFoodSafety as a result of action or inaction, if applicable.
- Referral for criminal prosecution, if applicable.

Proctors who fail to provide an exam session summary will:

- In the first instance, receive an informal request for correction;
- In the second instance, receive a written warning;
- In the third instance, have their proctor permissions and privileges revoked.
  - Reinstatement is subject to the review and approval of StateFoodSafety.

In the event of a breach of standards, StateFoodSafety will apply all, some, or none of these penalties at its discretion and will notify a proctor in writing of its findings and decision. At its discretion, StateFoodSafety may require proctors to retake proctor training and pass the assessment before reinstating proctor permissions and privileges.

## **8.0 Revision History**

- 1/31/2017—Added section 5.0 to detail when proctors can eject candidates.
- 3/07/2017—Changed six-month requirement between taking one's own exam and proctoring to a requirement that a proctor may not have taken the exam within the same

calendar quarter (e.g. Someone who took their own exam on March 31 would have to wait until April 10).

- 1/04/2018—Removed requirement for proctors to submit a proctoring application every three years. (Proctors must still pass training, test, and submit non-disclosure agreement every three years in compliance with the Conference for Food Protection Standards for Accreditation of Food Protection Manager Certification Programs). Removed requirement for waiting 10 days after taking a certification exam before proctoring exams. Added statement about reinstatement. Added corrective action option for proctors whose permissions have been revoked.
- 6/14/2021—Amended 4.0 to reflect that proctors may not administer certification exams after taking the exam for their personal certification within a given business quarter. Replaced *proctor* definition with reference to controlled *Definitions* document. Removed references to printed exam materials (not applicable). Removed requirement to read exam script to candidates verbatim because some proctoring methods provide these instructions for candidates to read.
- 1/12/2022—Included limitation from CFP Standard 5.2.8 requiring proctors to not admit examinees to the test site once the exam has been opened for others.