

Proctor Standards Policy and Procedure

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Implementation & Review:	Vernon W. Stout, COO
Superseded Document:	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.

1.0 Purpose

The purpose of this policy is to set forth standards for individuals who will act as proctors in administering the StateFoodSafety.com Certified Food Protection Manager Exam. Proctoring is a critical part of the certification program, so it is absolutely necessary that any potential proctor understands and agrees to the standards outlined in this document.

2.0 Scope

AboveTraining Inc. TM (DBA StateFoodSafety.com) registers qualified individuals who apply and agree to follow its standards as proctors for the StateFoodSafety.com Certified Food Protection Manager Exam. These are the only individuals who may act as a proctor for this exam.

3.0 Definitions

For the purposes of these procedures, the following definitions and connotations apply:

- “*Proctor*” is defined as an individual, registered and approved by StateFoodSafety.com to set up an examination session and monitor examinees during the exam.

4.0 Proctor Standards

A proctor is expected to:

- Follow the guidelines for StateFoodSafety.com Certified Food Protection Manager (CFPM) Exam administration contained in this policy and in all other proctor materials created and distributed by StateFoodSafety.com.
- Complete the proctor application, training, and test provided by StateFoodSafety.com and sign a Confidentiality and Non-disclosure Agreement, Conflict of Interest

- Disclosure, and Proctor Code of Ethics. These must be completed before an individual may be approved as a proctor and every three (3) years thereafter.
- Schedule examinations far enough in advance to allow for either timely shipment of exam supplies or pre-registration of online examination.
 - Organize and direct all activities and procedures at the location of examination to maintain secure, consistent examination sessions.
 - Ensure there is sufficient space between examinees to allow for exam privacy and security.
 - Verify that there is at least one registered proctor for every 35 examinees in each room in which the examination is being administered.
 - Exercise appropriate vigilance to identify potential security breaches and report them to StateFoodSafety.com.
 - Cooperate with any security-related inquiry conducted by StateFoodSafety.com or one of its agents.
 - Submit an exam summary of each exam session within the proctor tools in AboveLMS. Any anomaly or exam accommodation must be noted.
 - Return all appropriate exam materials with two business days from the date of the exam.
 - Verify the identity of each examinee to prevent someone attempting to take the exam in another's stead.
 - Identify and document any environmental distraction that occurs during examination.
 - Read exam instructions issued by StateFoodSafety.com to examinees verbatim.
 - Check for and exclude any unauthorized objects.
 - Ensure that all examinees 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.com.
 - 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.com 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 him/herself.
- Make any kind of guarantee that any examinee 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.com Certified Food Protection Manager Exam, whether whole or in part.
- Proctor any exam sessions during the business quarter in which the proctor takes the StateFoodSafety.com CFPM Exam for his/her personal certification, or within 10 days of taking his/her own exam.
 - 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 examinees by StateFoodSafety.com.
- 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, or knowingly fail to report any potential security violation including but not limited to:
 - Submission of counterfeit information or documentation.
 - An examinee being assisted with the exam (with the exception of 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.

5.0 Policy for Examinee Ejection from Exam Session

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

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

6.0 Consequences for Breach of Proctoring Standards

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

- Revocation of proctor registration.
- Revocation of proctored examinees' certificates.
- Restitution of damages caused to StateFoodSafety.com 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 for up to six (6) months.

In the event of a breach of standards, StateFoodSafety.com will apply all, some, or none of these penalties at its discretion and will notify a proctor in writing of its findings and decision.

StateFoodSafety.com will consider a written appeal submitted within 7 days of the proctor's receipt of penalty notice.

7.0 Revision History

- 1/31/2017—Added section 5.0 to detail when proctors can eject examinees.
- 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 and must wait at least 10 days notwithstanding calendar quarter. (e.g. Someone who took their own exam on March 31 would have to wait until April 10)