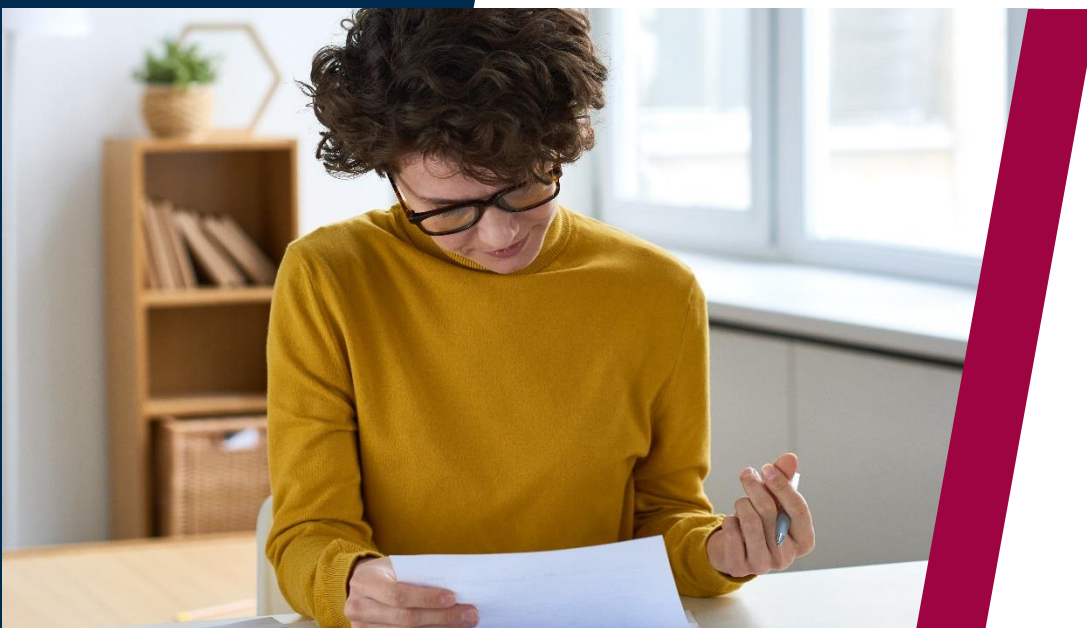


Review the Operations Manual



Where people meet potential

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Section 1

Introduction and Overview

Overview

This Online Proctor Operations Manual has been prepared for PSI live online proctors and will provide general and specific knowledge of PSI Online Proctor role and responsibilities.

These policies, processes and procedures are documented to ensure the same consistency is achieved across all sites and quality services are delivered with the same level of excellence every single time. “Everything we do, influences someone’s career.”

About PSI

Where People Meet Potential

PSI Services is a global leader in workforce solutions with over 70 years of experience delivering successful testing programs to help people achieve success in their academic, personal, and work lives.

PSI provides worldwide testing solutions to corporations, federal and state government agencies, professional associations, certifying bodies and leading academic institutions.

PSI offers a comprehensive solutions approach from test development to delivery and results processing, including pre-hire employment selection, managerial assessments, licensing and certification tests, distance learning testing, license management services and professional services.

Experts in Virtually Every Job Family

At PSI, we’ve been the guiding hand behind the most successful testing and high-stakes test projects in virtually every job category. We leverage our flexible technology platforms, rigorously validated testing content, and best talent in the industry to delight our clients and securely deliver their tests in the mode that best suits their users.

Our global network spans five continents and over 100 countries. We administer assessments in over 50 languages and deliver over 15 million tests and assessments annually. For more information, go to www.psonline.com.



Vision, Mission and Values

The PSI Vision, Mission and Corporate Values are the cornerstones of our business. They were developed by the executive team along with employee input from surveys, meetings and planning sessions. They define who we are and what our desired outcomes are.

PSI Vision

"To empower people in their careers and drive organizational success"

PSI Mission

"To help people meet their potential"

PSI Corporate Values

"Value People, Work Together, Be Dependable, Think Creatively and Embrace Diversity"



Section 2

Code of Conduct

It is PSI policy that employees maintain a working environment that encourages mutual respect, promotes civil and congenial relationships among employees and is free from all forms of harassment and violence.

PSI has established general guidelines to govern the conduct of its employees. To ensure orderly operations and provide the best possible work environment, PSI expects employees to follow rules of conduct that will protect the interests and safety of all employees and test taker.

Code of Conduct is generally defined as a collection or set of rules and responsibilities, or proper actions and practices of an individual and/or an organization.

Code of Conduct outlines what behaviors of professional behaviors are acceptable, not acceptable or appropriate in the workplace.

As a representative of PSI, your actions must be consistent with the Company's values.

For the Online Proctor ["OP"] the following additional guidelines are intended as a guide:

- OP's are required to treat all test taker (and their assistant, parent and guardians) as well as peer employees and other business colleagues, honestly, fairly, and respectfully always.
- It is the expectation in this customer-facing role, that OP's operate at a high level of professionalism, provide excellent customer service skills and be an example of ethical behavior as a responsible and trustworthy co-worker among peers in the workplace.
- OP's are always expected to act with professionalism, as your conduct is critical to our business, clients, and test taker.
- The expectation for employees to honor, respect and adhere to these practices and reflect the Company's values, demonstrating ethical behaviors and leadership to promote a work environment that upholds the Company's reputation for integrity, ethical conduct, and trust.

No list of rules can include all instances of unacceptable conduct that can result in discipline and the examples below do not replace sound judgment or common-sense behavior.

Listing all forms of behavior that are considered in the workplace is not possible. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment. The list is not intended to be exhaustive:

- Unauthorized and unexcused tardiness.
- Failure to report to work without prior notification or permission.
- Acts of insubordination
- Being dishonest, including but not limited to deception, fraud, lying, cheating or theft.
- Sabotaging the call center/office grounds or equipment
- Falsifying records, such as employment application, incident reports or timecards
- Sleeping while on duty
- Inappropriate, unprofessional and/or unauthorized treatment of PSI test taker
- Unauthorized disclosure of PSI test material
- Demonstrating gross misconduct or other serious violations of PSI policies
- Working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer or use of alcohol or illegal drugs in the workplace
- Fighting or threatening violence in the workplace
- Engaging in vulgar or abusive language or conduct toward test taker and others
- Sexual or other unlawful or unwelcome harassment [PSI prohibits any workplace harassment unwelcome or unwanted conduct based upon an individual's race, color, religion, ethnicity, gender, national origin, disability, age, sexual orientation, veteran status or any other legally protected status that creates an intimidating, hostile or offensive working environment or unfairly interferes with job performance.]

Professionalism

Professionalism is defined as the competence or skill expected, good conduct or qualities expected from employees; doing your job to best of your ability. It is all about the behaviors you exhibit and the way you conduct yourself on the job.

Professionalism includes a variety of personal qualities and behaviors that demonstrate the following attributes such as:

Customer service – maintaining a proper, polite, and calm composure with all employee, client and customer contacts is vital in providing excellence in customer service, and even more when the client or customer is upset. Staying calm and professional under pressure or in a tense situation speaks volumes to your credibility, integrity and the company.

Good manners and proper etiquette – start with being polite. Saying “please” and “thank you” are still important and very much appreciated. Use good manners with all you meet, no matter their title or role, or no matter how you may be feeling. No one has a right to be rude to others because they are not having a good day, would rather be somewhere else or not feeling well.

Be Reliable – be where you are supposed to be, when you are supposed to be there. It also means to honor your commitments.

Be Accountable – hold yourself accountable for your words and action. This also embraces honesty and integrity. If you make a mistake, own it and fix it. Don’t try to cover it or place the blame on a peer or someone else. If it is a mistake or error made by the company, take responsibility and work to resolve the issue with the client or Candidate.

Be Responsive - respond to requests promptly. A good rule of thumb in email etiquette is to respond to emails within the same business day. If that is not possible, respond within 24 hours of receipt of the email. It is always a good gesture and show of respect to respond to the sender to let them know you have received their communication and while you may not currently have the information they are seeking, let them know you are working on it and when they can expect to hear back from you. Do what you say you are going to do and deliver on promises made.

Be Competent – learn your job, ask questions, build your expertise in the role, and strive to become an expert in all you do. Be the go-to person who knows how to fix it, how to respond, know where it’s located, etc., basically just know your job and do it well.

Do more than expected - don’t just do the bare minimum, but go the extra mile, doing whatever it takes to get the job done and done right. Make a concerted effort complete action items and deliverables before the due date and under budget.

Section 3

Equality Policy

Introduction

PSI is committed to promoting equal opportunities for all test takers. We respect and value the diversity of our test taker and strive to create a positive environment where test takers are treated with dignity and respect. We will challenge any instance of inequality and will anticipate and respond positively to different needs and circumstances so that all test takers can achieve their full potential.

Scope and Purpose

PSI strives to ensure all test taker have an equal opportunity to access services and to realize their potential. We will not tolerate any inequality or any other actions that may limit a candidate's ability to participate and succeed. We recognize and celebrate the diversity of our test taker and are committed to ensuring all feel safe, respected and listened to, regardless of their backgrounds or personal attributes.

PSI will recognize and value individual differences and remove barriers that put people at a disadvantage. We will oppose and always challenge any direct or indirect discrimination, harassment or victimization on the grounds of age, disability, gender reassignment, race, religion or belief, sex, childbearing or caring status, sexual orientation or marital or civil partnership status. The purpose of this policy is to describe how we will put our principles into practice and fulfil our statutory duties to promote equality, value diversity and eliminate discrimination.

Equality and Opportunity

We will strive to ensure that opportunities are available to all test taker. We will support all test taker as far as reasonably possible (subject to health and safety requirements and any other requirements passed onto us by a relevant regulatory authority) to sit for the tests of their choice and make all reasonable efforts to ensure physical access to the test point. In circumstances where this is not possible, we will identify alternative options/provisions where it is reasonable to do so.

Special Arrangements

During the online booking process, test taker will be given opportunity to submit a special arrangement request for any disability or learning difficulty they have that they feel needs support on the test day. We will require supporting evidence in advance of the test day to ensure that approvals are made and communicated in advance, for additional or alternative support where reasonably practical and possible. For instance, support could be in the form of extra time, larger font, or different background colors. Alternatively, we will look to support adaptive equipment for visual and hearing impairment, wherever possible.

Testing

PSI is committed to creating testing environments where every test taker has the right to be treated with dignity and respect. We are opposed to and will not tolerate any forms of bullying, harassment or unacceptable behavior where this makes an individual feel intimidated or offended.

We will ensure all test taker have clear routes to report incidents and/or concerns and for these to be managed fairly.

We will strive to ensure all test taker feel comfortable to express their views, experiences and perceptions but in a respectful and non-discriminatory manner. Any form of prejudice, discrimination and/or stereotypical attitudes will be challenged and supported by training on equality and diversity practice.

PSI will also require of its test taker to communicate and behave with courtesy, kindness and respect.

Complaints

PSI will make all test taker aware of the steps to follow should they wish to raise a concern, grievance or make a complaint. We will aim to fully resolve any concerns or problems as quickly as possible and if we cannot resolve or put right straight away, we will explain why and say what we can do.

Section 4

Role and Responsibilities

The Role and Responsibility of the Online Proctor is an important one, vital to the success of PSI. The OP role is to:

“Provide an excellent customer service experience, test accountability and security to maintain the integrity of the certification process”

Online Proctor responsibilities include:

- Managing the test event from start to finish
- Monitoring the test taker while taking the test
- Maintaining a secure test environment

The role of the OP is to maintain the integrity of the testing, providing test security to ensure accountability, as breaches compromise the integrity of the entire certification process. As you will see, the role of the OP is an important one and the Operations Manual will cover the processes required of this position, which include:

- Administer the check in process
- Proctor the administration of tests
- Maintain a respectful, professional and secure testing environment
- Oversee secure video monitoring during the test
- Manage and report all misconduct issues

While this is not a comprehensive list, it provides some insight into the role. Some additional responsibilities may include:

- Troubleshooting to remedy computer and technical issues
- Work with the test taker and technical support to resolve issues
- Participate in quality assurance and audit programs
- Other administrative duties, as required

In general, the OP must be familiar with the administration process of all tests and provide the necessary accommodations to complete each the Candidate's assigned test.

Special instructions and/or authorizations are often sent in advance to ensure the Online Proctor is properly notified and prepared in advance of the test taker check in process.

The main role of the OP is providing secure test administration which includes providing excellent customer service to ensure an excellent test experience.

Customer Service

Our Remote Proctors will provide our customers with a best-in-class, excellent customer service experience, which includes:

- Being Professional
- Being Polite
- Being Patient
- Being Prompt

The proctor must always be mindful that on test day, our test taker may be nervous and have various levels of test taking anxiety and you can help put them at ease with your voice [tone/pitch], as well as the scripted chat messages, patience while troubleshooting, all while communicating that you are there for them to guide them successfully through the process.

All these actions of the Online Proctor go a long way to alleviate some of the test taking anxiety and stress of the candidate.

It is our goal to present an excellent, world-class customer experience, with every contact!

Ratio of Proctor to Candidate

The ratio of how many proctors are required to adequately service test taker is dependent on several factors, which may vary per office location/region or Client/Sponsor requirements, as well as PSI staffing requirements. Other factors may include:

- Federal requirements (for federal client/sponsors)
- Client specific requirements
- Other

Proctors will be supervising between 8 to 12 test takers at once, in various stages of their testing experience.

In general, without any specific state and client mandates, PSI will determine the appropriate ratio of proctor to Candidate.

PSI Bridge Proctoring Platform

The next several pages will highlight the new PSI Bridge proctoring platform system and will provide a general overview of the platform.

The PSI Bridge platform provides superior remote proctoring, from customizable test security, identity authentication and multi-modal delivery, to custom reports and analytics.

PSI Bridge works seamlessly with any test delivery system and supports every phase of assessment, from creation to results review. This secure proctoring technology is built to be flexible, scalable, and easy to use.

It works seamlessly with other learning management systems, so the Online Proctor does not have to be a highly skilled with an IT background to be successful in their role.



The PSI Bridge platform is highly secure and non-invasive, transforming the testing taking experience with innovative and AI-based technologies.

Online Security

Various identity authentication is employed to assure that the right person is taking the test. The PSI Secure Browser (also sometimes called internally the “lockdown browser”) is employed to prevent users from copying, pasting, taking screen captures, using instant messaging programs, accessing other applications, or accessing other websites.

The proctoring console used does not require proctors to have remote access to test takers’ computers, assuring data privacy and eliminating concerns around liability.

To ensure continued security throughout the test, the secure browser applications prevents the test taker from:

- ✓ Copying and pasting
- ✓ Taking screen captures
- ✓ Using instant messaging
- ✓ Running remote access or other virtual machines
- ✓ Accessing other applications or websites

The system also has additional internal security features during the check-in process, such as a key check point for the test taker as they are completing the check-in process, to ensure they are launching the correct test:

Check-in Process

The Online Proctor is the gatekeeper to safeguard test security and it is key to verify the identity of the person who is sitting for the test (on camera) by validating the check-in steps, which are:

- Room Scan
- ID Verification
- Selfie Picture

Any combination of the above may change, based on the specific Client preferences for check-in, and if the Client is using the new asynchronous check-in process.

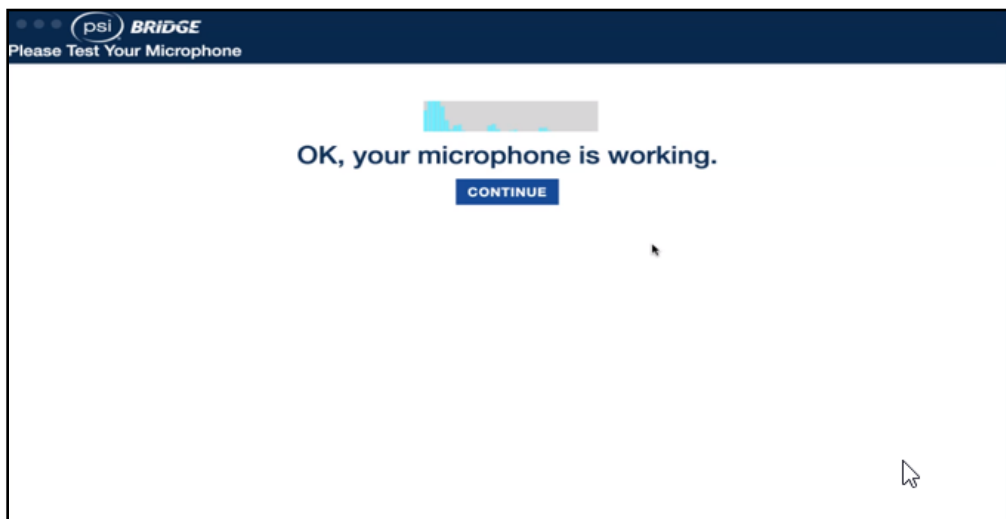
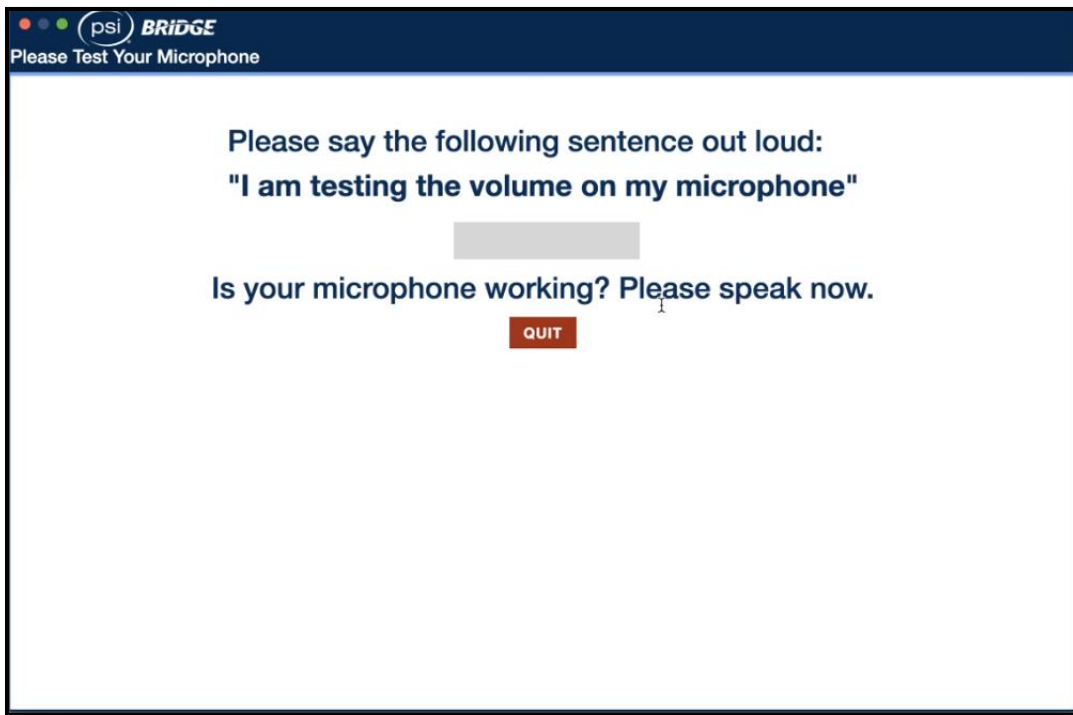
NOTE: for additional information on the new Bridge 2 system “Asynchronous Check-In” process, please refer to the training module.

Step by Step Process

At the beginning of the test, the test taker will have already downloaded the Secure Brower (or lockdown browser) and will then begin the check-in process.

The test taker will complete a system check of their computer or laptop microphone and web-camera to ensure their system meetings the minimum requirements.

Shown is a picture of the check-in process with Bridge. The test taker will be prompted to check their webcam and microphone is in good working condition.



The test taker will have to terminate any applications that are prohibited per test rules before continuing. Or they can simply click the red QUIT button, which will close/shut down all unauthorized systems or applications running in the background.

Requirement	Status	Action Required
Number of allowed monitors during session: 2	✓ pass	Number of Monitors Detected: 1. No action required
No prohibited applications or processes during session	✓ pass	None

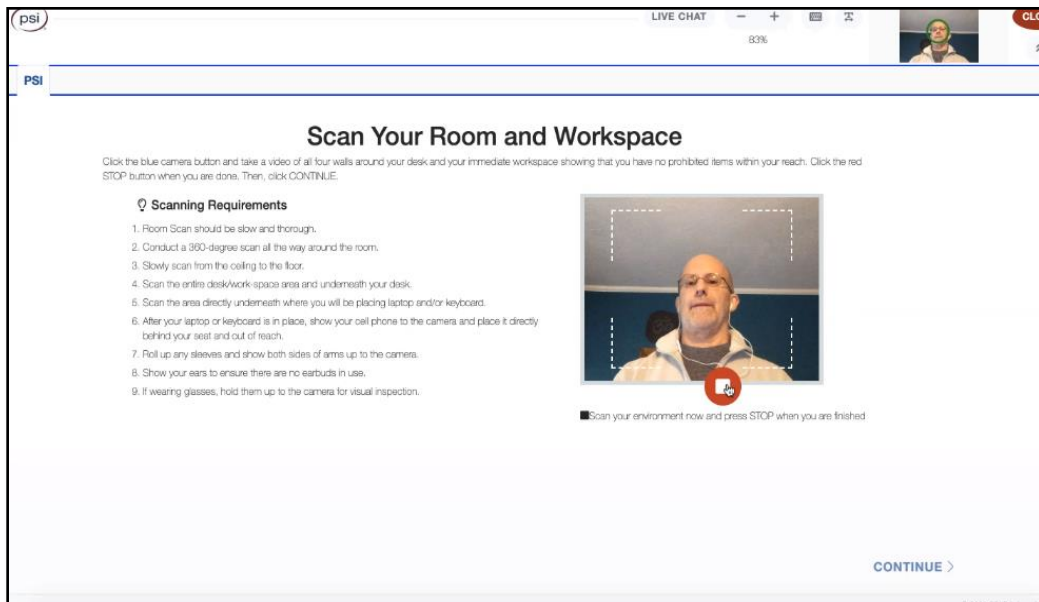
If the test taker doesn't have enough bandwidth, they will receive the below message stating there is insufficient bandwidth. They can try using a different computer, taking the test in a different location, restarting their router or making sure others are not using excessive bandwidth on their connection.

Insufficient Bandwidth:
You do not have the required bandwidth to continue. We measured 234Kbps, which is under the minimum requirement of 300Kbps. Please find an internet connection with sufficient bandwidth in order to complete your exam and try again.

Room Scan

The room scan instructions to the test taker demonstrate there are no unauthorized materials on or under the desk/table or in the room.

- 1) The proctor will instruct the test taker to move their webcam (or laptop) slowly around the room to show the walls and ceiling, windows (blinds or curtains), the top of the desk/table, moving the keyboard to ensure nothing is under the keyboard, under the desk and all around the desk
- 2) The proctor should ensure there is adequate and proper lighting in the room, they will be able to see the test taker clearly
- 3) The test taker completes the room scan, the system will allow them to review the room scan video before hitting the Submit button



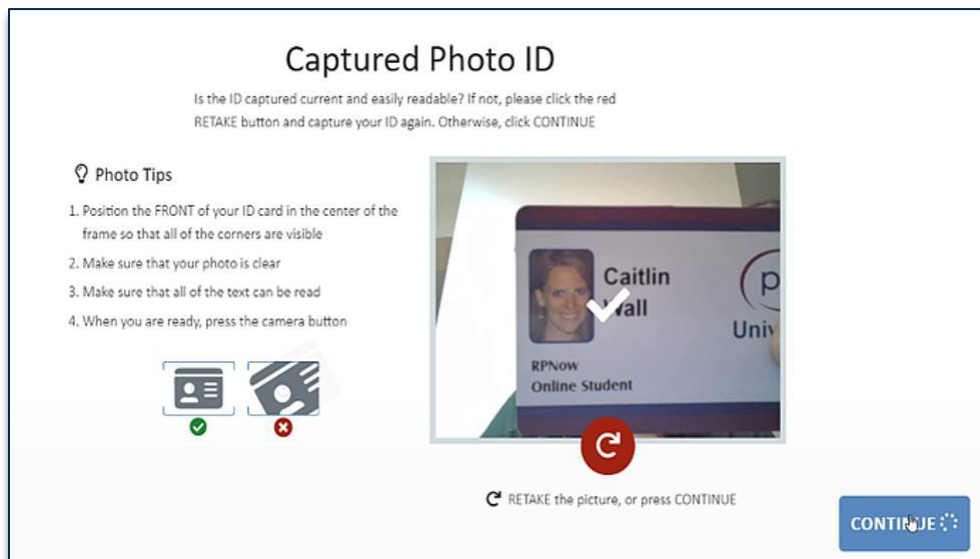
If for any reason the proper sees something inappropriate or unacceptable, for example, a TV turned on the room, a bookcase next to the table, or sticky notes, notes, papers or reference materials, on the wall or desk, the proctor will REJECT the room scan, noting in the comments/chat section what needs to be removed, turned off or covered.

The test taker must comply and rescan the room and resubmit the video.

ID Verification

The next step in the Check-in process for the test taker, is capturing a valid identification document.

The test taker will hold up the document (a valid, non-expired, government issued identification), positioning the front of the ID Card in front of the webcam, and take the picture. The photo must be clear, with all text being readable and not blurry.



Acceptable Forms of Identification

ALL APPLICANTS (required)	PRIMARY ID (required)	SECONDARY ID (if applicable)
<p>Must be:</p> <ul style="list-style-type: none">• Current and• Valid (not expired) <p>Must include:</p> <ul style="list-style-type: none">• Photo• Date of Birth• Physical Residential Address• Signature	<p>Government Issued:</p> <ul style="list-style-type: none">• Driver's License• Identification Card• Passport• Residency Card	<p>Government Issued:</p> <ul style="list-style-type: none">• Passport• School ID Card• Credit Card or Bank Card* <p><i>*Card must already be signed in advance</i></p>

All must have name and signature and if the ID clearly does not match the person on camera in front of you, the test taker will not be permitted to test. The OP role is to protect the integrity of the certification process, and proper identification is paramount to success of the process.

It must be noted here that physical features change occasionally, and a Candidate's current appearance may differ from an ID photograph months or years old. For example: these changes can be due to change in hair color and length or no hair at all. Focus on basic facial features such as shape of nose, shape of face, size of mouth, and position of eyes.

Suspicious or Fake Identification documents

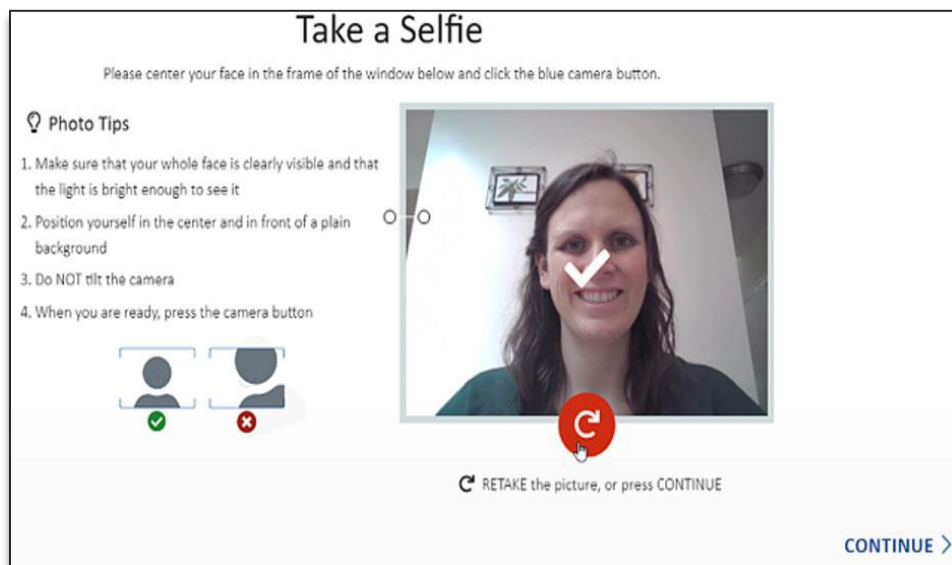
False identification and misrepresentation to gain unauthorized access to test information is a felony and carries maximum criminal penalties under both State and Federal law. If the name on the test taker's identification does not match exactly with the name in the system, please consult the Name Discrepancy Guidelines provided by the Client/Sponsor for the test (these can be found in the Admin Rules document).

No ID

If a test taker does not have valid and current appropriate identification, the Proctor should ask/verify if the test taker is able to produce the identification required before dismissing the Candidate. The proctor must also document this occurrence with an Incident Report detailing the types of identification the test taker produced versus what was required.

Selfie Picture

The last step of the Check-In process is the candidate's selfie picture. The system will guide them with instructions to make sure their whole face is clearly visible and the room lighting is adequate. If the selfie is blurry, the proctor will decline and ask a test taker to retake and resubmit.



Test Monitoring

If the Online Proctor suspects or observes any test taker misconduct, they should be addressing it directly with the Candidate.

The proctor must use the Client Rules and Violations Matrix (example shown below) and have it opened and available to reference for every client/sponsor. Refer to the document for potential Minor and Major violations for flagging purposes and/or for test termination.

- Online Proctor Best Practice: keep this document open on your desktop for review during the entire proctoring session.


Even if the proctor is very familiar with the client/sponsors Rules and Violations Matrix, the Online Proctor is still required to have the document open and refer to it before terminating any test taker's test, to ensure the directions are being followed correctly.

1	ProctoringRule Name	ProctoringRule Category	Severity
2	Suspicious behavior	Check-In / Other	Minor
9	Exam environment not confirmed	Check-In / UserIdentification	Minor
10	Exam environment not provided	Check-In / UserIdentification	Minor
18	Using another computer	Electronics / Use of Electronics during exams	Minor
19	Using Telephone/ Mobile Device	Electronics / Use of Electronics during exams	Major
20	Open calculator	Exam Behaviour / Applications	Minor
21	Open instant messaging	Exam Behaviour / Applications	Minor
22	Open notepad	Exam Behaviour / Applications	Minor
23	Other Application	Exam Behaviour / Applications	Minor
24	Browsing local computer	Exam Behaviour / Browsing	Minor
25	Browsing other websites	Exam Behaviour / Browsing	Minor
26	Left room	Exam Behaviour / Left room	Minor
27	Copy/paste content + saves to computer	Exam Behaviour / Exam Content Theft	Minor
28	Takes picture or video of the screen	Exam Behaviour / Exam Content Theft	Minor
29	Copy exam content in paper/written	Exam Behaviour / Exam Content Theft	Minor
30	Screen recording software copies exam content	Exam Behaviour / Exam Content Theft	Minor
31	Explicit Behavior	Exam Behaviour / Explicit	Minor
32	Explicit Materials	Exam Behaviour / Explicit	Minor
33	Looking somewhere else	Exam Behaviour / Looking somewhere else	Minor
34	Failed to rip allowed materials	Exam Behaviour / Materials (Allowed)	Minor
35	Failed to show allowed materials	Exam Behaviour / Materials (Allowed)	Minor
37	Explicit language	Exam Behaviour / Noise	Minor
38	Reading questions aloud	Exam Behaviour / Noise	Minor
39	Talking aloud / Talking to yourself	Exam Behaviour / Noise	Minor
41	Covering the camera	Exam Behaviour / Out of view	Minor
42	Out of view of camera	Exam Behaviour / Out of view	Minor
43	Reference materials	Exam Behaviour / Reference Materials	Minor
44	Reference materials on environment view	Exam Behaviour / Reference Materials	Minor
45	Someone else in the room / Seeking exam help	Exam Behaviour / Someone else in the room	Minor
46	Talking to someone else in room	Exam Behaviour / Someone else in the room	Minor
47	Environment Changes	Exam Behaviour / User Environment	Minor
48	Chewing gum or eating/drinking	Exam Behaviour / User Environment	Minor
49	Failed to erase/clean the whiteboard writing	Exam Behaviour / User Environment	Minor
50	Improper device placement	Exam Behaviour / User Environment	Minor
51	Improper lighting	Exam Behaviour / User Environment	Minor
52	Noisy environment, public location and dark room	Exam Behaviour / User Environment	Minor
53	Failure to comply with proctor requests	Proctor Request / Behavior	Minor

If the proctor has a major issue they cannot resolve, they should call for a Supervisor to advise of the situation and solicit next steps to take. If the situation is obvious cheating or misconduct, the Online Proctor may need to temporarily suspend the test until the situation is remedied.

The proctor must use the **Client Admin Rules and Business Procedures** document (also called the proctor guide). This document is used by proctors for all the client specific information including:

- Key Dates for Scheduling and Go Live
- Client Program Overview (test driver, platform, modality)
- Special Support Instructions (fees, rescheduling, commerce, etc.)
- General Test Rules (breaks or materials allowed, calculator usage, etc.)
- Test Special Accommodations
- Acceptable and Unacceptable forms of ID
- Approved common names, nicknames and spellings accepted
- Check-In Rules (including automated steps and scripted chat messages)
- Proctor test security reminders and FAQs
- Violations Matrix



Remote Proctor

Admission Rules and Business Procedures for:

CLIENT NAME HERE

Go-Live Scheduling Begins:	enter date here
Go-Live Testing Begins:	enter date here
Scheduling Closes:	enter date or N/A
Testing Closes:	enter date or N/A

Client Program Overview

- 1) Test Driver
 -
- 2) Scheduling Platform
 -
 -
- 3) Modality
 -
 -
- 4) Special Support Instructions (Commerce, Rescheduling Rules, Fee, Other)
 -
 -
 -
 -

Special Accommodations

PSI is committed to equal access for all test taker taking a test and will accommodate as needed, at no extra charge to individuals with documented disabilities, consistent with the amended Americans with Disabilities Act (ADA).

It is important for TCAs to become familiar with their respective country of origin policies to ensure that the rights of test taker are not violated.

The Proctor should reach out to their Supervisor for direct support concerning any areas of special needs or test accommodations. Shown are special test arrangement or accommodations requested:

- Reader or Translator
- Additional time
- Untimed or Extra Break
- Screen Magnifier
- Special Assistant
- Other (special equipment, etc.)

Special Instructions and/or Test Accommodations are emailed to the Supervisor (or provided on the internal SharePoint site) in advance of test date to ensure the teams are properly notified and prepared in advance of test taker check-in on test day.

Before the session begins, the proctor must check for the required communications, either emails, shared sites (i.e., SharePoint), or spreadsheets for additional information concerning the tests of individuals who have received authorization for test accommodations.

If a test taker arrives requesting an accommodation and the proctor does not have that information readily available, they should follow these steps:

- 1) Check their emails for the information
- 2) Contact their Team Lead, Point of Contact or Supervisor

If the proctor has any questions regarding special test accommodations, or if the test taker communicates to the proctor that they should have a test accommodation or accommodations, the proctor should take special effort to troubleshoot and find if the accommodation(s) have been approved and assist the candidate.

Final Steps for test taker check-in Process

The chart shown below is a list of Prohibited Items that test taker are not allowed to have present on the desk/table or in proximity in the testing area.

Prohibited Items		
Electronic Items	Study Materials	Other Items
Mobile Phones	Text Books	Fire Arms and Knives
MP3 Players & Digital Cameras	Notes and Bus/Rail Tickets	Watches and Personal keys
Smart glasses, Pen drives and Bluetooth devices	Notepads	Bag packs, Suitcases, Handbags, Food and Water bottle
Handsfree and Earphones	Personal Stationery	Jackets, Scarfs, Coats and hoodies
Personal Noise Cancellation Devices	Calculators (unless specified for the exam)	Pictures and idols of religious deities
Laptops and Mobile Tablets	Any other written or printed material	Baseball Caps, hats & Sunglasses

Depending on the Client/Sponsor rules, the test taker may be allowed some of the following items for their test:

- ✓ Reference material
- ✓ Basic Non-graphing Calculator
- ✓ Scratch paper/pencil or dry erase whiteboard/marker

For any items that are allowed, the test taker must show both sides of the items, making sure they are clean and free of any notes.

NOTE: Exceptions to the Prohibited Items list are religious headwear, which can be worn for the duration of test.

Religious Apparel and Cultural Items

Religious apparel - Articles of clothing worn as part of the doctrinal or traditional observance of the religious faith practiced by an adherent.

Examples of religious apparel may include but are not limited some of the following items:

- **Habit:** a garment worn by members of Christian religious orders (normally a tunic worn with scapular and cowl, hood or veil)
- **Hijab:** a head, face or body covering worn by Muslim women, which may range from a head covering or scarf to a full burqa (burka) covering the entire body
- **Kippah (or Yarmulke):** a rounded skullcap worn by Jewish men and women
- **Kufi (or Doppa):** a rounded skullcap worn by Muslim men
- **Turban:** a headdress consisting of a long scarf wound round the head worn by peoples of various cultures, typically Muslims and Sikhs

It may not always be immediately clear whether an item of clothing is considered religious apparel. There may be types of religious apparel that do not appear on the previous list. Remember to never single out a test taker in any matter due to their attire.

NOTE: For more information, please see the on-demand training module “Religious Headwear Basic Training”

Items that are considered religious apparel must be worn for the entirety of the test and should not be removed

If a test taker identifies an item of clothing as religious apparel it must be treated as such and the item must not be denied

It is important to the role of the Online Proctor is to protect the integrity of all tests and the credibility of the test being taken. The proctor should NEVER ask a test taker to remove their religious headwear and are not allowed to deny the item if it is identified as religious apparel.

The exception would be unless upon **direct visual observation** there is **strong visual evidence** that a prohibited item is concealed in it, the Proctor should contact supervisory support immediately.

Under no circumstance should any test taker be asked to remove an item of religious apparel for inspection

At this point, the entire Check-In process should be complete, and the Online Proctor is ready to release the test and begin monitoring and proctoring the Candidate's test.

Test Monitoring

The remote Proctor, at any given time, may be proctoring up to 12 live cards in various stages of the test.

The test taker on the video are monitored constantly throughout their test session, with the proctor asking questions if needed, before flagging for violations, answering general questions, troubleshooting technical issues, and providing any other assistance through the chat window that may be needed.

It is during this time of observation and monitoring that the Proctor must be alert to all potential issues of misconduct or cheating and manage all violations of such situations immediately.

All remotely proctored sessions are recorded and are stored for a minimum of 30 days. PSI staff members and certain clients will be able to watch the recording once the session has ended.

Test Monitoring Checklist

- ✓ Observe the test taker at all times
- ✓ Never single out any one person
- ✓ Answer general questions the test taker may have
- ✓ Watch the break times for the test taker to ensure they are back on time
- ✓ test taker must ask for additional blank scratch paper and turn in / rip up used sheets

Watch Outs

- Hidden notes that are not part of the scratch paper
- Accessing a prohibited device [e.g., cell phone, tablet, smartwatch]
- test taker talking out loud
- Too many, frequent breaks, or extended break times
- Looking down at desktop often or around the room

If there is any suspected misconduct, Proctor should address it directly with the test taker by asking questions, if the test taker needs any assistance, etc.

Cheating and Other Potential Misconduct

Depending on the seriousness of a potential act of misconduct, the proctor may need to pause or suspend the test and chat with the Candidate.

NOTE: Never accuse any test taker directly of cheating

Based on the findings after questioning the test taker, the Proctor will determine if the rule violation is a Minor or Major violation according to the Client/Sponsor rules, and if the Test Taker will be allowed to continue and complete the test, or if the test will be terminated.

“Don’t Do This”

Checklist

- ✓ Make any exceptions for those without proper identification
- ✓ Allow late arrivals past the grace period time to sit for the test, see Client rules
- ✓ Provide any test criteria information
- ✓ Offer any opinions regarding test questions
- ✓ Come across too personal, harsh or unprofessional

test taker Check-out Process

Upon test completion, the Proctor may complete one or more of the following post-test steps when checking out the Candidate. These steps may vary according to Client specifications:

Computer Close Out - The Proctor may need to assist the test taker with test close out, browser close out, or reviewing on-screen results that may be displayed after test completion.

Materials - All allowable and approved Client materials will be collected at the end of the test. Scratch paper must be torn/ripped up in front of the camera for the proctor to see.

The Proctor should close out the session with the scripted chat messages provided in the Admin Rules (proctor guide).

Section 5

Troubleshooting Technical Issues

Technical issues will often arise that even the trained Online Proctor cannot resolve on their own, and the PSI Technical Support and Help Desk is staffed, ready, willing and able to assist the Proctor and the test taker to get them operational as quickly and possible via the chat queue process.

During these times of technical difficulties, always remain calm, courteous and professional in providing all the information needed and requested.

Ask the test taker clarifying questions to help resolve the issue before reaching out to Tech Support.

Listening carefully and provide accurate information to the best of your ability, as the initial question and answers is a critical part of the diagnosis process.

Tips to a Successful Helpdesk Resolutions

You will never be asked to do anything beyond your ability, which means you do not have to be “tech savvy” to assist in resolving technical issues.

- Listen calmly and carefully – some terminology may be a bit overwhelming, but don’t worry, they will guide you through each step
- If you don’t understand something, ask for clarification or to restate the question
- Don’t get discouraged!
- It may take a few minutes to get through the issues, just stay focused on providing excellent customer service and resolution to the test taker

Keep in mind that both you and the Tech Support or Help Desk technician have the same goal – to resolve the test taker issues in a timely manner without any further delays.

Calling the Helpdesk

For the quickest service, select the appropriate prompt when calling, or let the Technician know what the issues are via chat before asking the test taker to start explaining the issue again. Also, you can advise them if there are any things preventing you from being able to complete the task or issues, and why you have invited them to chat/support.

Quick Troubleshooting Tips

- ALWAYS review the links above the Candidate's registration info
 - These instructions will often identify what ID's and Browsers the test must use
- If the test taker ever gets kicked out of the test for any reason, ALWAYS pause/resume the test taker test (if applicable) and try to log them back
- When an error occurs on the screen read the error thoroughly, the error may provide instructions on how to fix the issue
- PSI **DOES NOT** allow same day scheduling or test changes, unless otherwise preapproved by the Client/Sponsor
- Check Proctor Instructions to see if the Lockdown Browser is required for the test
 - If the test is not launched in the Lockdown Browser when it should, then the test will display a blank white screen after entering the test taker ID number to launch the test

Section 6

Deceptive Behaviors | Cheating

This procedure is to provide guidance and instruction to concerning PSI's policy on cheating and specifically, to establish authority and responsibility of the test Online Proctor in conveying this policy to the test taker, as needed.

Policy Statement

As part of the Terms and Conditions page onscreen before the test taker can begin the test, the test taker must agree to:

- Not give or receive unauthorized assistance while taking the test
- Maintain the confidentiality of the test
- Not violating the confidential nature of the test

Additional Terms and Conditions will be noted, and the test taker will be asked to read through them and click "Agree" before being able to proceed to the test.

Any test taker who refuses to read or consent will not be able to continue past that screen.

Overview – test taker Misconduct

In the event an observed or suspected security violation has occurred, the proctor must collect as much information about the incident as possible. This includes the proctor's own observations and suspicions prior to contacting the help desk, supervisor or manager.

Once there is reason to believe misconduct may be taking place and the Candidate's test may be paused and the test taker asked a few questions to explain their behavior or the incident, before simply flagging and terminating the test.

Action Steps

If the test taker has unauthorized materials, including but not limited to, a cell phone, or other electronic devices, notes, etc., the proctor should chat/flag the test taker immediately and advise of the violation, as per their Client/Sponsor rules.

Important:

DO NOT accuse the test taker of CHEATING!

This is a delicate situation, therefore, always seek first to understand.

Asking questions to gain knowledge of the situation is always the best option to seek answers. Be tactful and sensitive handling the situation carefully and never directly accuse a test taker of cheating.

This is a delicate situation, therefore, always seek first to understand. Asking questions to gain knowledge of the situation is always the best option to seek answers.

If there is no evidence of misconduct, the test taker should be allowed to resume their test, however, an Incident Report should be completed by the proctor.

As always, please remain calm and professional. If needed, ask the test taker to be patient while you speak with your supervisor.

Section 7

De-escalation: Angry test takers

There may be times when you will need to rectify a situation with an upset or angry Candidate. Regardless of the how the incident began, the goal is to de-escalate the situation in a calm, patient and professional manner.

While you cannot control what the customer says, does, or feels, you can only de-escalate the situation by remaining calm and in complete control with how you react to the Candidate.

Test day can be very frustrating for test takers and some test taker may manifest frustrating behaviors such as being rude, impolite, ill-mannered, complaining, or using inappropriate language via chat. The key for the proctor is to remain calm and do not match the voice levels or behaviors of the Candidate.

There is no one solution to diffuse tense situation and angry test taker. However, it would be wise to prepare in advance before one an emotionally charged situation happens. Take a deep breath, stay as calm as possible and follow these:

Steps to De-escalation

- 1) **Don't Take it Personally!** Keep the emotions out and remain professional
- 2) **Remain Calm** - do not match the voice, tone or behaviors, speak slowly and softly
- 3) **Let them Speak** – do not cut them off, speak over, or make light of the situation
- 4) **Restate** – it's okay to say "let me make sure I understand" or ask for clarification
- 5) **Use Empathy** – apologize for any inconvenience, do all you can to rectify the issue
- 6) **Be Patient** – be mindful not to "snap back" and match behaviors
- 7) **Be Kind** – kindness and being apologetic goes a long way to reduce tension, anger 8)
- 8) **Seek Resolution** – what can I do to make this right, better, correct the issue, etc.
- 9) **Be realistic** – tell them what you can/cannot do, be careful not to over promise

These steps should be helpful in the de-escalation process. It may be a little difficult, but not impossible to do. Keep in mind that if a person challenges your authority, redirect their attention to the issue at hand. Ignore the challenge, not the person.

While you cannot control the person's behavior, how you respond to their behavior can affect whether the situation escalates or defuses.

Section 8

Complaint Policy and Procedure

PSI is committed to being responsive to the needs and concerns of our test taker to resolve a complaint as quickly as possible. This policy is to provide guidance on the way PSI receives and manages complaints. PSI is committed to being consistent, fair and impartial when handling test taker complaints. The objective of this policy is to ensure:

- test taker are aware of the complaint submission and handling process
- Both test taker and PSI staff understand our complaints handling process
- test taker complaints are investigated impartially with a balanced view of all information
- PSI is committed to resolving test taker issues and complaints

Form Process

Where this will not be possible a more formal complaints process will be followed. PSI will acknowledge receipt of test taker complaints within three (3) business days. Once the complaint has been received, PSI will undertake an initial review of the complaint.

PSI is committed to resolving test taker complaints within 10 business days; however, this may not always be possible on every occasion.



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