

## Electronic Exam: Tester Instructions

As the Certification tester of this exam, **YOU** are representing the Utah Fire Service Certification Council. You are required to follow the Tester Instructions, complete and check off each step listed, and **sign the back of this form**.

You are responsible for test security. All examination documents and materials must either remain locked in a secured place or in your possession at **all** times (i.e., returned scratch paper, etc.). Failure to do so is a violation of policy.

Read the Tester Instructions and follow them as they are written and administer the exam as instructed.

When the exam has been completed, materials have all been returned, and all paperwork has been completed, use the "Return Shipping Label" to return examination materials to the Certification Office. Attach "To Be Opened by Certification Office Staff Only" seal to the box or envelope. Drop it off at the post office or the drop box at UFRA.

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1. Complete the "Room setup" (see the second page of these instructions).
2. Complete the "Check-in procedures".
3. Complete the "Pre-exam" procedures. Instruct all the candidates about the testing procedures below. (Read Testing Procedures below)
4. Complete the "Taking the exam" procedures.
5. Complete the "Once the exam is complete" procedures.
6. Testers may now sign this form.
7. To help improve our testing processes, additional suggestions, comments, or concerns may be written below:

### TESTING PROCEDURES

*Read the following instructions to the candidates after Check-in procedures are complete.*

- Welcome and thank you for your commitment to the UFRA Certification process. I am \_\_\_\_\_.
- The \_\_\_\_\_ examination has \_\_\_\_\_ questions. You have \_\_\_\_\_ minutes to complete the exam. A passing score is 70%. (Reference Test level and Question number/ time sheet)
- You should have a login instruction handout, a candidate online exam handout, a scratch paper or whiteboard, pencil or dry erase marker, and any other reference material allowed for the exam. Nothing else is allowed at the exam station. If you are using a UFRA iPad you will have that and a stylus. If you are using a personal device you may use that with no additional accessories like a mouse, keyboard, etc. I will come around and check your personal devices. (Look for notes or any additional items that may need to be removed).
- If you leave the room at any time during your exam without approval your exam becomes invalid.
- If you require a restroom break once the exam has started, raise your hand and wait for the tester to acknowledge. Sign the restroom break log sheet, the tester will record the time in and out of the exam room. Upon return to the exam room, initial the log sheet. Only one candidate is allowed to use the restroom at a time. Candidates will not talk to anyone or use any electronic devices during their break and the examination time will not stop during your break.
- Talking or communication between candidates is prohibited during the exam.
- For UFRA iPads: Press the home button on the iPad then select the UFRA Questionmark icon. The testing login page opens.
- For Department computers: open Chrome and close all other browsers. Follow the login instructions handout. (The URL address: <https://ondemand.questionmark.com/home/406192/>)
- For Personal devices: Close all programs that are running and follow the handout for downloading a secure browser. Please note that the secure browser will not launch if programs like Microsoft TEAMS is running in the background.
- Opening any other applications, tabs, or internet browser window during the test will invalidate your exam.
- I am going to hand out a small green slip of paper which contains your login credentials. The PID or 5-digit number is your username. **DO NOT LOGIN YET**. This slip of paper must be turned into the tester once testing is completed.
- Refer to the Candidate Online Exam Info. handout. This is information on how to navigate through the exam once it has begun. Please take a couple of minutes to read through it before we begin the exam.

- When your exam is completed, you will receive immediate results after you click submit (or exam time expires). The Coaching report will be emailed to the email address we have on file if you failed the examination process.
- The tester cannot discuss, explain, or answer any questions during the exam.
- If you believe the correct answer to a question is not provided as an option, you may challenge the question. To do so, during the exam use the scratch paper to record the question number and your details of why you are challenging the question. Please be specific. You may not use any reference material during this process. Once the exam is complete, advise the tester that you have a challenge question. A challenge form will be provided to you to fill out. Please provide your question number and the details as to why the question is not correct. Do not say A & B are both correct as the question and answer choices are shuffled for every exam.
- A pop-up message will warn you when you have 5 minutes remaining. All unviewed questions and unanswered questions will be marked wrong once time has expired. Remember all questions must be at least viewed before the submit button appears.
- Questions?
- You may now login using the credentials given to you, referencing the handouts if needed. Your exam requires reading and completing agreement forms. When asked to write your name and date of birth in the box, please type your full legal name and date of birth.
- Your exam begins by pressing the blue play arrow or the go to my assessment page at my direction. You will have ten minutes to answer the first two questions: Candidate Agreement Form and Testing, Appeals and Cheating. If you answer “no” to either of these the exam closes, and you must reschedule.
- Good Luck!

## **Electronic Exam: Tester Instructions**

### **1. Room setup**

- Ensure adequate spacing for candidates and room security.
- Ensure proper lighting and ventilation.
- Verify internet access, tablets, and/or computers are functioning correctly.
- Candidates will wait to be assigned seats.

### **2. Check-in procedures**

- Verify each candidate’s driver’s license (compare photo and check if 18 years or older).
- Candidates must sign the Online Testing Check-out/ Check-in form with their full legal name.
- Candidates will check-out a scratch paper or white board, a pencil/marker, book (i.e., ERG, etc.), assigned iPad as needed for exams requiring it.
- Candidates will be given an assigned iPad (after checkout) or assigned a computer.
- Candidates will be assigned seats to ensure appropriate distancing during testing.
- Verify all personal items are turned off, put away, and out of reach (electronics, phone, watches, books, bags/purse, food, water bottles, etc.).
- Check the candidates’ glasses (remove watches, turn hats, etc.).

### **3. Pre-exam**

- Testers will instruct all the candidates about the TESTING PROCEDURES and will read the script (see above).**
- Testers will open the sealed envelope with the candidate’s username and password.
- Testers will give each candidate their username/password, Login Instructions, and the Candidate Online Exam Info document to login and launch the website.
- Testers will give permission to candidates to click the arrow button and begin the exam process.
- Candidates read the online “Candidate Agreement Form” and TAC sheet.
  - If the candidate selected “No”, complete the “Once the exam is complete” process below. Afterward, they can reschedule the exam for another day.
  - Candidates who selected “Yes”, automatically proceed to the exam.

**4. Taking the exam**

- Testers will remain in the room at all times.
- Testers will monitor the exam room by physically walking behind and in front of each candidate continuously, looking at their browsers and other screen changes.
- If a bathroom break is needed, candidates must raise their hand and wait for the tester to acknowledge them. The examination time will not stop for a break. Testers will record the time in and out of the exam room. Candidates may go one at a time, with no talking during the break.
- If a candidate physically leaves the test site without tester approval, their exam is invalid.
- If a candidate electronically clicks off the online test website, their exam is invalid.
- Communicating/talking to other candidates is prohibited while taking the exam.

**5. Once the exam is complete**

- The “Online Exam Challenge Questions” form will be completed by each candidate as needed.
- Candidates will check in their assigned tablets, computers, approved books (ERG, etc.), scratch paper/white board, and pencil/marker by signing the “Online Testing Check-Out/Check-In” form.
- Testers will verify all items have been collected by initialing the form.
- Candidates will be asked to leave the exam room and collect all their personal items.
- Testers will wipe down all tablets with cleaning wipes and organize returned items.
- Testers will follow all instructions.

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**Comments:**

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**As a tester, I have followed the above guidelines in proctoring this examination and maintained the security and integrity of the testing process.**

Tester Signature: \_\_\_\_\_ Date: \_\_\_\_\_