



## **EXAMINATION PROTOCOL FOR TRAINERS AND PROCTORS**

### **TRAINCAN, Inc.**

A **TRAINER** is an individual who has met the criteria set out by TRAINCAN, Inc. to hold in-class sessions and teach BASICS.fst® and/or ADVANCED.fst®.

A **PROCTOR** is an individual who oversees the integrity and procedures of either BASICS.fst® or ADVANCED.fst® examinations. Proctors are registered TRAINCAN, Inc. trainers, or individuals who have been pre-approved based on their application to TRAINCAN, Inc. for this status.

No individual may proctor a BASICS.fst® or ADVANCED.fst® examination without being authorized by TRAINCAN, Inc. Any such action would result in the examination being null and void.

An **EXAMINATION CENTRE** is a venue that has been pre-approved by TRAINCAN, Inc. as a place where students who have studied BASICS.fst® or ADVANCED.fst® online may challenge the examination.

### **SECTION I: GENERAL EXAMINATION INFORMATION AND INSTRUCTIONS**

TRAINCAN, Inc. has prepared this protocol to help you administer the BASICS.fst® / ADVANCED.fst® Certification Examination. Please become thoroughly familiar with these instructions prior to the day of the examination. **After you have read these instructions, please sign the last page of the protocol, where indicated, and fax it to TRAINCAN, Inc. (Please note that you only need to do so once.)**

If other questions or emergencies arise, TRAINCAN, Inc. staff are prepared to answer any questions you may have before, on, or after the examination date. Please do not hesitate to contact TRAINCAN, Inc. via any of the following:

Mail:                   **TRAINCAN, Inc.**  
                              **Attention: Course Administration Department**  
                              **85 Scarsdale Rd, Suite 101**  
                              **Toronto, ON M3B 2R2**

Web site:           [www.Traincan.com](http://www.Traincan.com)

Email:               [info@traincan.com](mailto:info@traincan.com)

Phone: **1.888.687.8796 or 416.447.9588**

When contacting TRAINCAN, Inc., please include your name, trainer identification number and class sponsor.

## ***Proctors and Their Duties***

As a proctor, your primary concerns are to ensure examination security, efficiently administer the examination, protect examinees from disturbances, and return all examination materials promptly. There must be **one proctor for every 25 examinees**. If you are testing more than **25 examinees**, you must have an additional proctor to help you prepare for and administer the examinations. Additionally, if more than one room is to be used, assign an additional proctor to each room. Additional proctors should be available at all times during examination administration in case of emergency or if the main proctor has to leave the room for any reason. All additional proctors must be pre-approved by TRAINCAN, Inc. and fully trained by the main proctor in these security procedures. Proctors may not be under 19 years of age. They may not be a family member of any individual challenging the examination. Their names must be submitted with the returned examinations.

All additional proctors should register with TRAINCAN, Inc. prior to examination administration (see Proctor Application). This includes reading and signing this protocol, and signing the *Mutual Nondisclosure and Confidentiality Agreement*.

## ***Examination Security***

The security of the examinations is the responsibility of the proctor, from time of receipt until their return to TRAINCAN, Inc. Any breach of security must be reported to TRAINCAN, Inc., by calling 888.687.8796 or 416.447.9588, or emailing [info@traincan.com](mailto:info@traincan.com).

**Only the examinee may look at the contents of the examination at any time. No one, including the proctor, is permitted to copy or keep examination questionnaires. Proctors may not construct an answer key for their own use, nor administer the examination to themselves or any family member.**

## ***Examination Room***

The examinations must be administered in a location that allows for continuous monitoring of all examinees and provides:

1. Adequate lighting, heating, cooling, and ventilation.
2. Adequate writing surfaces and seating.
3. No charts, posters, or other materials that may be sources for examination answers.
4. The opportunity for questions.
5. Space for all personal items (e.g., purses, coursebooks, notebooks, and papers).
6. Accessibility for disabled candidates (e.g., wheelchair accessible).
7. Compliance with local building codes.

There must be sufficient spacing between each examinee in the actual testing area, or other appropriate and effective methods, to preclude any examinee from viewing another examinee's test.

Examination Centre's must be registered with TRAINCAN, Inc. A completed and approved Testing Centre Approval Application must be on file at TRAINCAN, Inc. in advance of an examination session.

- ❑ **Pencils.** Proctors should have extra No. 2 pencils with erasers available for examinees who may need them, as well as a pencil sharpener, if possible.
- ❑ **Visitors.** Visitors are not allowed to enter the testing room(s) while the examination is in progress.

- ❑ **Dictionaries.** Dictionaries may be used by examinees for whom English is a second language, but they must be inspected by the proctor as a security precaution to prevent cheating. **Electronic dictionaries are not permitted.**
- ❑ **Scratch paper.** During the examination, examinees should have nothing on their desks but their examination questionnaires, answer sheets, and pencils. ***Scratch paper is prohibited.*** Examinees may write in the margins of the examination questionnaire.

## SECTION II: MATERIALS AND EQUIPMENT FOR EXAMINATION ADMINISTRATION

### ***Ordering Examinations***

To order examinations, you must be registered as a BASICS.fst® / ADVANCED.fst® trainer or a proctor with an approved Examination Centre. Registering as a trainer is accomplished by filling out the appropriate *Instructor Application Form*, signing it and returning it to TRAINCAN, Inc. with the required documentation. Trainers will receive a unique Identification Code.

Registering an Examination Centre requires completion and submission of a *Testing Centre Approval Application Form*. Approval may be issued by TRAINCAN, Inc. upon review of the submission. Not all submissions will be accepted.

Examinations must be ordered on an Examination Request Form (ERF). You will receive the ERF when you register as a trainer with TRAINCAN, Inc. It is also available on the website [www.traincan.com](http://www.traincan.com). Send the ERF to the Course Administration Department at least two weeks before your examination date. It is advised that you order examinations at least two weeks in advance. If you do not order the examinations at least 14 days in advance of the exam date TRAINCAN, Inc will not guarantee the timely delivery of exams. If you wish to use express shipping services, please include a credit card number with requests that do not provide 14 days for shipping.

Examinations are sent via traceable courier before the testing date. Examinations will only be sent to business addresses, and must be signed for upon receipt. ***If examination materials have not been received three days prior to the testing date, it is the trainer's / proctor's responsibility to contact the Course Administration Department at 888.687.8796 or at 416.447.9588.***

There are several things you can do as an instructor to ensure a smooth ordering process:

- ❑ Fill out the ERF legibly and completely.
- ❑ Use a dark pen or marker if you fax your request.
- ❑ Submit the ERF via fax during business hours and call the Course Administration Department immediately to verify its receipt; the longer you wait to verify, the longer it may take to locate your request.
- ❑ When verifying receipt of your ERF, include trainer name, the sponsor name, and examination date.
- ❑ When faxing more than one request, make sure to inform the Course Administration Department of that fact when you call.
- ❑ Order as many examinations as you need plus a few extras; it is better to order a few extra examinations than to wait until the last moment for an exact number count.

Please address any questions regarding your examination order to the Course Administration Department.

## ***Answer Sheets***

Please note that unless ordered, answer sheets do not accompany the examinations. Answer sheets for first time examinees usually accompany the books. You must order answer sheets for examinees that are retesting. Answer sheets are ordered by completing a Materials Order Form - available on the TRAINCAN, Inc. website – [www.TrainCan.com](http://www.TrainCan.com) – and faxing or emailing it to TrainCan Inc. Answer sheets are non refundable and non returnable. Exams completed without an answer sheet are subject to a \$25 charge for hand marking in addition to the cost of an answer sheet.

## ***Receiving Examinations***

Examination material packages may not be opened by anyone other than a trainer, or a proctor. Upon receipt of these materials, check them against the *Proctor Letter* enclosed in the packet of material. If there is a discrepancy between the number of examinations you ordered and the number you received please immediately contact Course Administration at 888.687.8796 or 416.447.9588. After checking the materials, lock them in a secured storage place to which only you have access. Never leave the examination materials unattended outside the secured storage area.

## **SECTION III: GENERAL INSTRUCTIONS FOR ADMINISTERING THE EXAMINATION**

The BASICS.fst® examination consists of 15 true or false questions and 35 multiple-choice questions. The ADVANCED.fst® examination consists of 80 multiple-choice questions. Examinees writing BASICS.fst® have 60 minutes to complete the examination. Examinees writing ADVANCED.fst® have 90 minutes to complete the examination.

***No one except the examinee to whom an examination questionnaire is assigned is permitted to examine the contents, unless it is necessary for the trainer or proctor to check for a reported defect.***

Examination materials must be handed to each examinee individually. Each examinee must have their own examination questionnaire. After each examinee receives his or her questionnaire and answer sheet, proctors must set aside extra materials, all of which will be returned to TRAINCAN, Inc.

## ***Student Verification Report***

The *Student Verification Report* should be filled in by the student and trainer or proctor before the examination begins. Student's must print their name and sign in the appropriate spot. Trainers or proctors must verify the student's identity by checking a piece of Photo ID. Be sure to indicate receipt of the exam questionnaire and answer sheet (scantron) when these forms are returned by the student.

## ***Filling out the Answer Sheet***

Before testing, explain the procedure for filling in the examinees' names, examination questionnaire version codes, and other identifying information on the answer sheets. If necessary use the "Scantron Video" available on the TRAINCAN, Inc. website – [www.TrainCan.com](http://www.TrainCan.com) to assist students in understanding the required procedure. ***Please spend as much time in explanation as necessary to ensure accurate gridding. There is a \$25 charge for hand marking.***

## ***Accounting for Materials during the Examination***

While examinees are filling in their identification information, determine if the number of examinees taking the examination and the number of unused examination questionnaires equal the number of questionnaires you received from TRAINCAN, Inc.

If there is an irregularity, request that anyone with an extra questionnaire return it before the examination begins. If no one responds, continue with the examination, but do not allow any examinee to leave before the end of the examination session. Indicate on a seating chart the position, name, and examination questionnaire version code of each examinee in the room before dismissing the group. Note the circumstances on your Proctor Letter. Do not return the examination questionnaires; hold them in a secure, locked storage space until you are able to reach TRAINCAN, Inc.

## ***During the Examination***

Proctors' primary duties during testing are to prevent cheating and ensure that examinees are following directions correctly. Proctors should frequently walk quietly around the testing room.

## ***Early Dismissal***

Examinees that have completed the examination may be permitted to leave the room if no examination questionnaires are missing. Be sure to collect the proper materials from each person who leaves early. Examinees may go to the restroom during the examination. Do not allow more than one examinee to be absent from the room at a time.

## ***Collecting Examination Materials and Dismissal***

At the end of the examination, collect the answer sheets and examination questionnaires. Arrange the examinations and answer sheets alphabetically.

As students finish, and hand in their exam materials, be sure to check off the appropriate columns on the Student Verification Report. You must record the return of both the questionnaire and the scantron.

## **SECTION IV: SPECIFIC INSTRUCTIONS TO BE READ TO EXAMINEES**

- ❑ **Immediately prior to handing out the examination, tell the examinees:**

*“Please clear your desk and immediate area of everything except No. 2 pencils and erasers, and your answer sheet. Anyone for whom English is a second language may also use an English–native language dictionary. The answer sheet must only be marked in No. 2 pencil. Scratch paper is not allowed; however, you may write in the margins of your examination questionnaire. During the examination, you may not refer to any books or notes, and there is to be no talking between any examinees. Please keep your eyes on your own answer sheet.”*

*“You will receive your passing score and the course certificate from (name of local person who will distribute scores and certificates). If you do not receive a passing score, you are permitted to take up to two retests without further training.”*

*“If you do not understand a word on the examination, raise your hand and I will come over to you. I can define the word so long as it is not related to the answer. If you have any other problems during the examination, please raise your hand.”*

- ❑ **Next, have the examinees fill out their personal information on the answer sheet.**

**Instruct the examinees:**

*“Your answers must be completely filled in on the answer sheet and sufficiently blackened to enable scoring by computer. All changes and stray marks should be completely erased. Leave spaces between names and words. Please be sure to bubble in your name and address information correctly. The spelling of your name on your certificate is taken directly from the bubbles you fill in. Only you are responsible for how your name is spelled on your certificate. There is a \$22 fee for reprints.”*

*“All questions should be answered. Only one answer should be marked for each question. If there are more spaces on the answer sheet than questions on the examination, the extra spaces must be left blank.”*

*“When you complete the examination, you must submit your answer sheet to the proctor. Answer sheets not accompanied by an examination questionnaire will not be scored by TRAINCAN. This is a regulated, copyrighted examination. At no time may examination questionnaires or answer sheets leave the room.”*

*“Most examinees finish the examination in 60 minutes, but you will have additional time if you need it. Please take a moment now to read the instructions on the examination questionnaire cover.”*

**Distribute the sealed examination questionnaires last, immediately prior to starting the examination itself. Hand the examination questionnaires directly to seated examinees, giving them out one at a time. Do not allow examinees to pass materials to other examinees. In large groups be sure to alternate examination versions between students. After everyone has read the instructions, ask:**

*“Does anyone have any questions?”*

- If examinees ask whether they should guess if they are unsure about an answer, refer them to the instructions on the cover of their examination questionnaires.
- After there are no more questions and you are assured that all personal items have been removed from the examination area, say:**

*“Please print your name on the front cover of the examination questionnaire. Once you are done printing your name you may open your examination questionnaires and begin.”*

## **SECTION V: IRREGULARITIES OF ADMINISTRATION**

If any of the following irregularities occur, record them on the *Proctor Letter*.

### ***Group Irregularities***

- Emergencies.** Events over which you have no control (e.g. flood, storm, power failure) that disturb the examinees.
- Possible examination question errors.** Any questions about possible typographic errors or ambiguities in the wording of the examination. Please include the question number, exam version code and the nature of the possible error. Do not discuss the question with the examinee.

## ***Individual Examinee Irregularities***

Enter all identifying information (examinee name, examination questionnaire number, etc.) on the *Proctor Letter*, in any of the following instances:

- ❑ **Special needs and foreign language examinees.** Please see Section VI, Special Circumstance Examinees, for further details.
- ❑ **Defective examination materials.** If an examination questionnaire is defective, give the examinee a new questionnaire. The examinee should write his or her name on the new examination questionnaire. The examinee should begin working with the new material, starting with the same question at which he or she stopped working with the defective material.

Return defective examination questionnaires in the *Proctor Envelope*. On the cover of each defective examination questionnaire, print your proctor/instructor identification number and the words “Defective Materials” and indicate the nature and location of the defect. Remember to record the examinee’s identifying information on the *Proctor Letter*.

- ❑ **Absence due to illness.** Collect and hold the examination materials of anyone who becomes ill during the examination and must leave the room. If the examinee returns, he or she should be given back the same materials. Record the incident on the *Proctor Letter*. If someone must withdraw permanently from the examination because of illness, collect his or her examination materials and record the irregularity on the *Proctor Letter*.
- ❑ **Cheating.** If you are certain beyond a reasonable doubt that someone is cheating, use your discretion to notify the examinee and be sure to collect his or her examination materials. Mark the examinees’ answer sheet with the word “VOID” written across it in very large letters (preferably in black marker). All examination materials used by the examinee must be in the Proctor Envelope, the irregularity recorded on the *Proctor Letter*, and then returned to TRAINCAN, Inc.

## ***Other Irregularities***

If an examinee marks his or her answers in the examination questionnaire, instruct the examinee to transfer the answers from his or her questionnaire to the answer sheet. For any other irregularities contact the Course Administration Department for assistance.

Report any irregularities on the *Proctor Letter*.

## **SECTION VI: SPECIAL CIRCUMSTANCE EXAMINEES**

- ❑ **Assisting special-needs examinees.** Special arrangements and accommodations, such as large-print examinations and special facilities, will be provided for examinees in accordance with the Government Disability Agenda. These arrangements must be reported on the *Proctor Letter*.

Examinees must submit requests for special accommodations on the *Request for Modification of Examination Administration Form*. This form should be submitted in conjunction with the Examination Request Form. TRAINCAN, Inc. handles such requests on a case-by-case basis. Proctors will be notified of the appropriate accommodations to be made for specific examinees.

Examinees for whom English is a second language or with literacy deficiencies are not considered special needs examinees and are not covered by the Government of Canada Disability Agenda. (See Foreign Language Translation below).

If a visually challenged examinee needs assistance (and has an approved request for special accommodations), use the following guidelines for reading the examination aloud.

1. Fill in the necessary information on the answer sheet.
2. Read each examination question clearly and evenly aloud. Repeat if necessary.
3. On the answer sheet, fill in the blank that the examinee has indicated.

Any person assisting an examinee must not take the examination or expect to take the examination within the next year. In addition, anyone assisting an examinee must complete, sign and return a Mutual Nondisclosure and Confidentiality Agreement prior to the examination. Please note that the examination should not be read aloud in the same room where other examinees are taking the examination.

- ❑ **Foreign language translation.** TRAINCAN, Inc. does not allow readers, interpreters or translators to be used during the examination, except under special pre-approved circumstances. However, examinees for whom English is a second language and who wish to take the examination in English are allowed to use an English-native language dictionary during the examination. **Electronic dictionaries are not allowed.** If a dictionary is used, report this on the *Proctor Letter*. (**Note that English-language dictionaries are not allowed.**)

At this time BASICS.fst<sup>®</sup> and ADVANCED.fst<sup>®</sup> exams are available in English and French.

## SECTION VII: RETURNING EXAMINATION MATERIALS AND EXAMINATION SCORING

*Please follow the instructions below carefully to avoid any delays in reporting scores to examinees.*

Examination materials must be returned within 24 hours of your scheduled examination date. They should be sent back to TRAINCAN, Inc. via an in-route traceable mailing method. All examination materials must be locked in a secure storage area until you are ready to return them to TRAINCAN. Please retain all personal records pertaining to the distribution and handling of examination materials, and other aspects of the examination administration for a least one month.

Remember, examination materials must be returned immediately in order for TRAINCAN, Inc. to return trainer's reports within two business days of receipt.

### ***Returning Materials***

Place all answer sheets in alphabetical order in the *Proctor Envelope*, along with the *Proctor Letter* and the *Student Verification Report* you received in the original packet. The *Proctor Letter* should then be completed, signed, and dated. The *Student Verification Report* should be completed, signed and dated. Then return the *Proctor Envelope* and remaining materials to TRAINCAN. Use the following checklist to be certain all the necessary materials are enclosed.

\_\_\_\_ Completed *Proctor Envelope* (containing used answer sheets, the *Proctor Letter* and the *Student Verification Report*).



\_\_\_ All examination questionnaires in alphabetical order, both used and unused.

\_\_\_ Defective materials, with the words “Defective Material” printed on each defective item and the nature and location of the error indicated.

Return these materials **within 24 hours via traceable mail** (e.g. Purolator, Federal Express or other courier) to TRAINCAN, Inc. at the address on page one of this protocol. You may want to keep a copy of the original examination letter on file. Please note that shipping charges for examination materials being sent back to TRAINCAN, Inc.’s Course Administration Department for scoring are the responsibility of the trainer/organization giving the certification examination.

Please be aware that packages sent to Course Administration marked “bill receiver” will be returned to the shipper for postage. Please be sure to make arrangements to pay for the shipping charges of packages being sent for scoring so there will be no delay in receiving the score results for examinees.

Proctors will be notified immediately by telephone or letter of any missing materials. TRAINCAN, Inc. will not grade any of the examinations until all questions regarding missing materials are resolved. If any scoring irregularities are detected on the batch of returned examinations (for example, identical scores with identical missed questions), TRAINCAN, Inc. will not release any of the examination results until this problem is investigated and resolved to TRAINCAN, Inc.’s satisfaction.

### ***Certificates, Wallet Cards and Score Reports***

TRAINCAN, Inc. will email Trainer’s reports (to registered trainers only) within three days of receiving the completed exams at TrainCan. Certificates and wallet cards will be sent to the trainer within 10 business days of sending out Trainer’s reports. Examinees will receive their score and certificate (*if they have passed the examination*) from their trainer. The Trainer or organization sponsoring the class is responsible for giving examinees their scores, and certificates to those who passed the examination. Examinee’s who are taking a course on their own, and not through a sponsored program, will receive score reports and certification directly.

Only health department officials and trainers may receive scores by telephone. The certificates have a five-year expiration date, but the examinees *must* follow their regional and/or corporate requirements.

If the code “INC” appears next to an examinee’s name on a class list, the examinee did not bubble in the answers to the questions on the answer sheet, or did not use a No. 2 pencil, and no score can be assigned. The examinee with an “INC” will be required to retake the examination and darkly mark answers on the answer sheet. There will be a fee for the re-test answer sheet (scantron) and the additional proctoring requirement.

### ***Scoring Errors***

If a trainer or examinee believes there are any scoring errors, he/she should submit a *Research Request Form* within 30 days of receipt of the examination results. TRAINCAN, Inc. will resolve the situation within five to seven business days. TRAINCAN, Inc. keeps answer sheets in locked storage for 90 days, at which time they may be destroyed.

## ***Duplicate Certificates***

To receive additional copies of a certificate, replace a lost certificate, change last name, replace a certificate with a misspelled name, or receive certification numbers, a *Duplicate Request Form* must be submitted. There will be a \$22 fee.

If an examinee's name is misspelled on the certificate, the examinee should note on the *Duplicate Request Form* that a spelling change is needed. The spelling of an examinee's name is taken directly from the gridded information on the answer sheet, and spelling errors are considered the examinee's responsibility.

*Duplicate Request Forms* are available on the TRAINCAN, Inc. website – [www.TrainCan.com](http://www.TrainCan.com) . The completed form may be sent to the address on page one of this protocol, emailed to [info@traincan.com](mailto:info@traincan.com) or faxed to Course Administration at 416.646.0877, if paying by credit card.

## **SECTION VIII: FAILURE TO FOLLOW SECURITY PROCEDURES**

Upon receipt of the returned examinations, TRAINCAN, Inc. will notify the trainer or proctor of any missing examination questionnaires or examination score irregularities. In these instances, the trainer or proctor will be asked to provide written documentation as to the circumstances surrounding the incident and attempts for resolution. Until the report has been returned and reviewed, the examination scores in addition to any further examinations will not be released.

Pending review of such events, TRAINCAN, Inc. reserves the right to place the trainer or proctor on probation or deny further trainer or proctor privileges altogether.

## **SECTION IX: APPEALS PROCEDURE**

An examinee who is denied eligibility to sit for the examination, who has failed the examination, or whose certificate has been revoked, may appeal the denial, failure, or revocation by submitting a written request .

## SECTION X: POLICIES ACKNOWLEDGEMENT FORM

*Please sign the following form and fax to Course Administration at 416.646.0877.  
The document will be placed in your file.*

**I have read, understand, and agree to follow examination policies and procedures set out in the *BASICS.fst*® / *ADVANCED.fst*® Examination Protocol, and I will be accountable for performing within these guidelines.**

Name (print) \_\_\_\_\_

Organization Name \_\_\_\_\_

Trainer Identification Number \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_



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