

ADVANCED·fst

BASICS·fst
food safety training in Canada

EXAMINATION PROTOCOL FOR PROCTORS

TRAINCAN, Inc.

A **PROCTOR** is an individual who oversees the integrity and procedures of either BASICS.fst® or ADVANCED.fst® examinations. Proctors are registered TRAINCAN, Inc. 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® 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 initial each page where indicated, and sign and date the last page of the protocol, and send it to TRAINCAN, Inc. via fax or email scan (please note that you only need to do so once.)**

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

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

Web site: www.Traincan.com

Email: info@traincan.com

Phone: **1.888.687.8796 or 416.447.9588**

When contacting TRAINCAN, Inc., please include your name and proctor identification number. Your proctor identification number will be sent to you when your application is approved.

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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, an additional proctor is required for 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 noted on the proctor letter with the returned examinations.

All additional proctors **must** register with TRAINCAN, Inc. prior to examination administration (see Proctor Application). This includes completing a Proctor Application Form, 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.

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

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

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, course books, 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.

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.

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Dictionaries. Bilingual dictionaries (for example French-English) 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.** See Section VI for more information.

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® proctor with an approved Examination Centre.

Registering an Examination Centre requires completion and submission of an *Exam Centre Approval Application Form*. Approval may be issued by TRAINCAN, Inc. upon review of the submission. Not all submissions will be accepted. TrainCan will pre-approve all locations before setting an exam date.

Proctor Organized Exams

Examinations must be ordered on an Examination Request Form (ERF). It is available on the website www.traincan.com under the Administration and Forms tab. It is advised that you order examinations at least two weeks in advance to avoid rush shipping charges.

There are several things you can do 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 or email to shipping@traincan.com. Call the shipping 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 submitting more than one request, make sure to inform the shipping Department of that fact.
- 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.

TrainCan Organized Exams

The location will be pre-approved. All materials required will be shipped or emailed to the proctor. Examinations are sent via traceable courier before the testing date. Examinations must be signed for upon receipt. ***If examination materials have not been received three days prior to the testing date, it is the proctor's responsibility to contact the Course Administration Department at 888.687.8796 or at 416.447.9588. Please open the package upon receipt.***

Please address any questions regarding your examination order to the shipping department.

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Receiving Examinations

Examination material packages may not be opened by anyone other than 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 numbers of examinations you ordered and the number you received please immediately contact shipping 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 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** with the used questionnaires and answer sheets.

The **version code** is the letter A, B, C, D, E or F found on the upper right hand corner of the sealed examination question booklet. Please ensure that individuals sitting beside each other have different version codes. It is imperative that the version code be clearly marked in the required area of the answer sheet (scantron).

Student Verification Report

The *Student Verification Report* should be filled in by the student and proctor before the examination begins. Student's must print their name and sign in the appropriate spot. Proctors must verify the student's identity by checking a piece of government issued photo identification. Be sure to indicate receipt of the exam questionnaire and answer sheet 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 to assist students in understanding the required procedure. ***Please spend as much time in explanation as necessary to ensure accurate gridding.***

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.

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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.”

“If you do not receive a passing score, you will be required to retake the test to obtain your certification.”

“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.”

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- 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.”

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. 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.

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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 TrainCan 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*. You will be notified of any modifications prior to the exam date.

Examinees must submit requests for special accommodations on the *Examination Adaptation or Modification 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.

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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. A private room must be used.

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.)** If a student is using a bilingual dictionary the Proctor must examine the book to ensure there are no notes or writing inside.

At this time BASICS.fst[®] and ADVANCED.fst[®] 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 delivered to a secure courier 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.

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Returning Materials

Place all answer sheets 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 **via traceable mail** (e.g. UPS, Purolator, Federal Express or other courier) to TRAINCAN, Inc. at the address on page one of this Protocol. Materials must be delivered to or picked up by the courier within 24 business hours of exam completion.

TRAINCAN, Inc. will not assume the cost for return courier unless a return waybill is provided to you with your exams (TRAINCAN, Inc. arranged sessions only).

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.

SECTION VIII: FAILURE TO FOLLOW SECURITY PROCEDURES

Upon receipt of the returned examinations, TRAINCAN, Inc. will notify the proctor of any missing examination questionnaires or examination score irregularities. In these instances, the 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 proctor on probation or deny further 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.

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SECTION X: POLICIES ACKNOWLEDGEMENT FORM

Please sign the following form and fax to at 416.646.0877 or scan and email to info@traincan.com. 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) _____

Signature _____

Date _____

Exam Location _____



85 Scarsdale Rd. #101 Toronto, ON, M3B 2R2 416 447 9588 888 687 8796
www.traincan.com info@traincan.com

For TrainCan use only:
Proctor Identification Number _____

Approval Date _____ Approved By: _____

Initial: _____

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