Proctor Handbook

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Your Role as an NCCT Proctor

As an NCCT certification examination proctor, you are the first line of defense against threats to the validity of our exam scores and the resulting pass/fail decisions. Candidates rely on you to ensure a fair and consistent administration of an exam that will likely have a great impact on their careers in healthcare. Employers and the public count on you to ensure that those practicing in the healthcare field with an NCCT certification have gained that seal of approval honestly.

It is your responsibility to conduct the test administration in a way that is fair to all candidates and keeps anyone from gaining our credential though dishonest means. To accomplish this you will first need to thoroughly understand the proper administration procedures outlined in this manual. You will also need to understand test misconduct, how to prevent it, and what to do when itoccurs.

NCCT takes the security of our exams very seriously. Any violation of the administration procedures outlined in this manual may result in revocation of proctoring privileges and the invalidation of test results. These examinations are the federally copyrighted property of NCCT, and any attempt to copy, record, reproduce, distribute, or disclose their content by any means in whole or in part can result in civil and criminal penalties. You are welcome to inform candidates that NCCT is analyzing exam results for test misconduct and will take whatever action is warranted should misconduct be discovered.

On behalf of NCCT, employers, the public, and the candidates, thank you for maintaining the security and fairness of these examinations.

Contact NCCT
NCCT Main Number: (800) 875-4404

Your Exam Coordinator

Exam coordinators serve as the liaison between the test site, candidates, proctor, and NCCT. They are responsible for scheduling examination dates and assisting candidates associated with their institution with the application process. At National College Testing Association sites the proctor may act as the exam coordinator. For most other sites the exam coordinator and the proctor are separate individuals.

The exam coordinator should
- Make sure you can access the test site before the test and can exit the site afterward
- Ensure candidates are ready to test on time.
- Make certain the exam room meets NCCT's environmental standards (i.e. quiet, adequate space between seats, comfortable temperature, etc.)
- Make certain the exam room has a sign on the door requesting no one disturb examinees during testing
- Make sure someone at the school will be available to assist you as needed with online technical difficulties during the exam

The exam coordinator is NOT allowed to
- Complete student applications. (It's important that students read and complete their own application)
- Be in the testing room once testing has begun
- Access, handle, or view certification exams or content
- "Fill in" for proctors

NCCT

General Test Administration Guidelines

Candidate Identification

To gain admission at the test site to take and NCCT examination, all candidates are required to present a valid, school photo ID or a valid, government issued photo identification. The candidate's name on the identification card must match the name on the candidate's application form. A candidate will not be admitted to a test site if their name does not appear on the official NCCT Test Roster for that test location and date. The name on the identification must match the name printed on the official exam roster.

With high stakes tests such as national certification examinations, it is not unheard of for dishonest candidates to hire another person to take the exam for them. Proctors should check the identification carefully, including the photo. If you have reason to suspect there is a problem with a candidate's identification, call NCCT and do not allow the candidate to test.

Standard Proctor Actions

- Position yourself to be able to observe all of the candidates
- Position candidates so they cannot observe other candidates' responses
- Walk around the room periodically and observe candidates for suspicious behavior
- Remain in the room with the candidates at all times. No one else is permitted in the room during the exam (e.g., no friends, coworkers, family, instructors, or test site employees). An exception will be made for IT personnel who are needed to resolve technical difficulties, provided NCCT is notified.
- **Do not allow candidates to have any of the following in the exam room:**
    - Phones or electronic devices of any kind
    - Scratch paper, notes, or references
    - Food or drink (unless they can show a documented medical necessity, and then you should inspect the

item for any hidden notes)
    - Hats or sunglasses
    - ***Special Exception***: Insurance and Coding Specialist candidates are required to bring their own standard copies of the current year's ICD-10, CPT, and HCPCS coding books. No other references are allowed. Books cannot be bookmarked, tagged, or contain notes.

Candidates will not be permitted to bring anything other than an ID and car keys into the exam room. Unless the facility provides a locked secure area for personal belongings to be stored in during the exam, candidates will be notified to leave personal belongings at home or in a locked vehicle. You may tell a candidate to leave the testing area to remove items not allowed prior to the commencement of the exam. If the candidate refuses, they may reschedule for a different test date and time. You will not delay the start of the exam to accommodate this situation and no candidate will be allowed to enter the exam area once the test has begun.

> **!** **Do not allow any communication between candidates during the test**

Candidates should be told to use the restroom before the exam begins. Only allow one candidate at a time to leave for the restroom during the test. Candidates will not be allowed to make up time missed in the restroom.

Proctors may not assist candidates with the exam in any way other than to provide directions or help with computer issues. This means that proctors may not read or interpret questions for candidates or assist with any language barriers.

No one other than the candidates may read the contents of the exam questions. Proctors and exam coordinators are not allowed to look at exam questions.

If a scheduled test date must be postponed or canceled, proctors must call NCCT with as much notice as possible. In the event of an emergency or natural disaster, follow the same procedure. If a proctor fails to show up for a scheduled exam without advance notice and/or without justifiable and verifiable reason, his or her contractual agreement with NCCT will be canceled.

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Lost Connection During the Online Testing

- **Close and reopen your browser**
- **Go to http://www.ncctinc.com**
- **Click on "Proctors" (Top right of the page)**
- **Click on "Proceed to test login"**
- **Student log back in and re-enter access code**
- **Verify Candidate**
- **When the testing screen appears, ask the candidate to select "Enter Test"**

Reassure the candidates that the interruption will not affect their tests. Candidates will be able to resume the exam exactly where they left off, and the questions will appear in the same order. Candidates will not lose testing time because of the interruption.

Time Allowed for the Exams

3 hours	4 hours
Patient Care Technician Medical Office Assistant Phlebotomy Technician Medical Assistant ECG Technician Insurance & Coding Specialist	Tech in Surgery - Certified (NCCT) Certified Postsecondary Instructor®

Test Item Challenges or Comments From Testers

If an online candidate has concerns about a test question there is a "Leave Feedback on Test Item" button on each question. Any item comment they leave will be reviewed by NCCT staff. Challenges deemed valid will be sent to the Board of Testing.

If an online candidate has any other comments to make concerning exam administration, they can email those comments to NCCT at **contactus@ncctinc.com** or leave them in the post-test survey.

NCCT will only communicate the disposition of candidate test item challenges if they affect the candidate's performance and are upheld. NCCT will contact candidates about other comments, as appropriate.

NCCT

Test Misconduct

Be on the Lookout for...

Hidden notes. These could be in pockets, written on arms or legs, or hidden under key boards. Watch candidates carefully for anyone who appears to be looking at something other than the screen. It is also a good idea to check the restroom for any hidden notes just before the test. Remember, no scratch paper is allowed, so there is no reason for notes to be in the room.

Candidate cooperation. Make sure no candidates communicate verbally or non-verbally. Cheating candidates have found very creative ways to communicate. Try to position candidates as far apart as possible and watch carefully for this behavior.

Electronic devices. These should not be in the room to begin with. However, there are devices available today that may not be that obvious. The Apple Watch can allow access to the internet. Flash drives can be inserted into USB ports and used to steal test questions. There are easily concealable micro cameras available that can take pictures of screens.

Item harvesting. Sometimes candidates sign up for high stakes tests with no intention of passing. These candidates are there to steal test questions. They may attempt to use electronic devices (see above) or they may simply try to memorize questions. This may be happening when a candidate spends a long time looking at some items while speeding through the others. Item harvesting also happens after the test. Sometimes others with an interest in exam outcomes will ask candidates to report as much information about the test questions as they can remember. Candidates sign a nondisclosure agreement prior to the test and are specifically forbidden from this behavior. Report these incidents to NCCT with as much detail as possible.

If You Have a Test Misconduct Incident...

Quietly tell the candidate to return to the examination and to stop the behavior. Do not escalate the encounter. Since you don't know the candidates personally, you cannot know how a confrontation will be received. We also do not want to interrupt the concentration of other candidates if a candidate becomes belligerent.

Report the incident in as much detail as possible on the Proctor Incident Report from your online account. Include complete information on what you saw the candidate doing. Make sure you provide us with the candidate's name, ID number, time, date, exam name, and any other available details. Allow the candidate to finish testing unless they are doing something that compromises the ability of others to test quietly and securely. If this should occur, politely ask the candidate to leave. If they refuse to leave or stop the behavior, call the exam coordinator for additional assistance.

If a candidate is attempting to write down or otherwise obtain test questions, confiscate whatever the candidate is using to do so. If the candidate refuses to surrender the paper or device they are using to obtain questions, call the exam coordinator for additional assistance. Notify NCCT immediately if you know or suspect a candidate has attempted to obtain test questions.
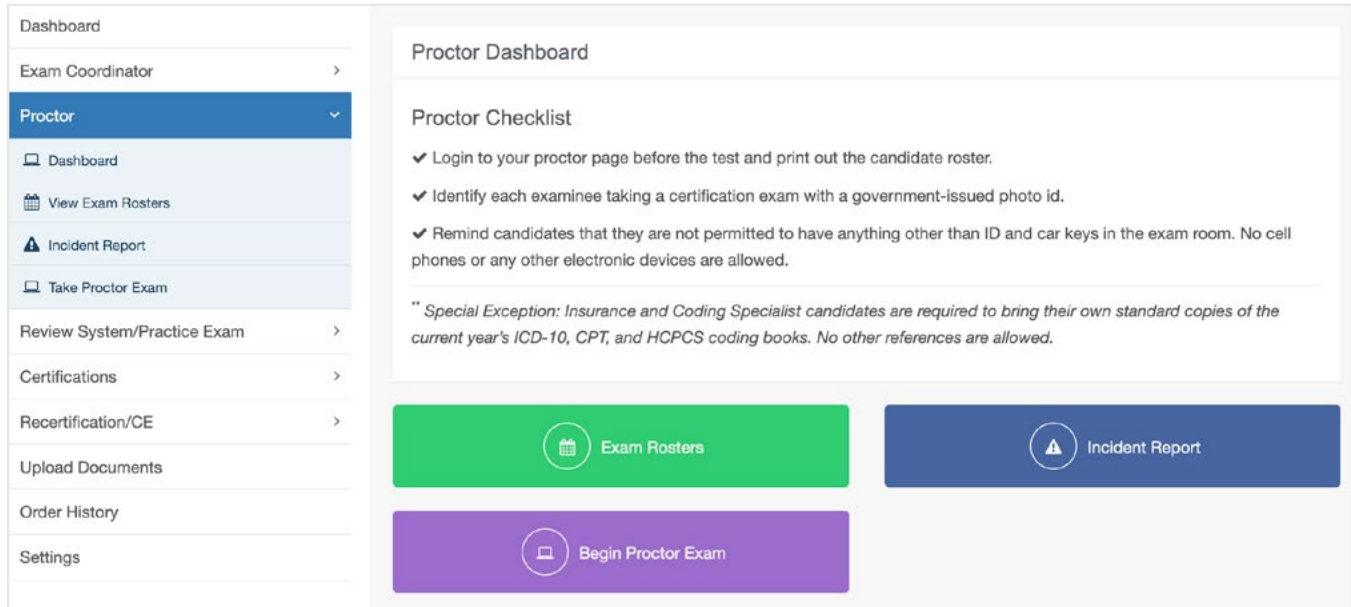
ADA Testing Accommodations

On occasion, proctors may be asked by NCCT to lengthen test time (or make other testing accommodations) for candidates with ADA-qualifying disabilities who have received prior approval from NCCT. These candidates will have applied well in advance to NCCT and supplied the necessary documentation. The proctor will receive written documentation of this approval and of the specific accommodation(s) prior to the test date. No one can request accommodations, or be approved for accommodations, on the day of the test. Proctors may only provide accommodations if explicitly instructed to do so by NCCT staff in advance.
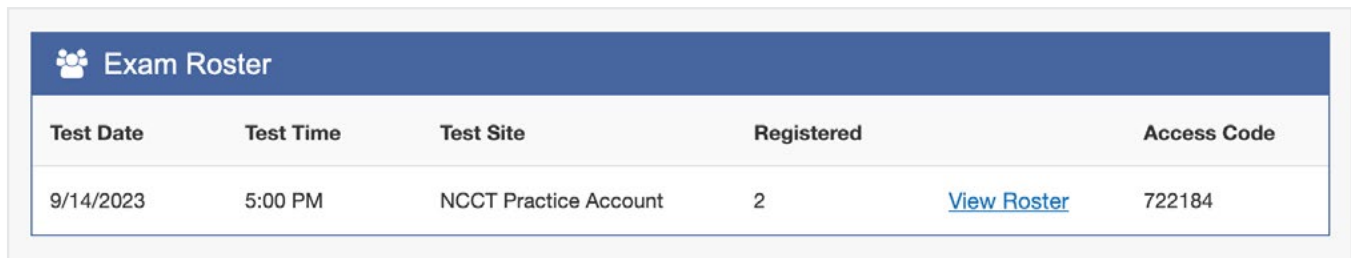
No one at the test site has the authority to grant accommodations. If a candidate tells you they need accommodations and no one from NCCT has advised you of it, please call us. If it is after business hours, the candidate must either test without accommodations or reschedule testing.

NCCT

Check-In Process and Exam Start

1. If you are administering an online test, login to your proctor dashboard on the NCCT website (ncctinc.com).
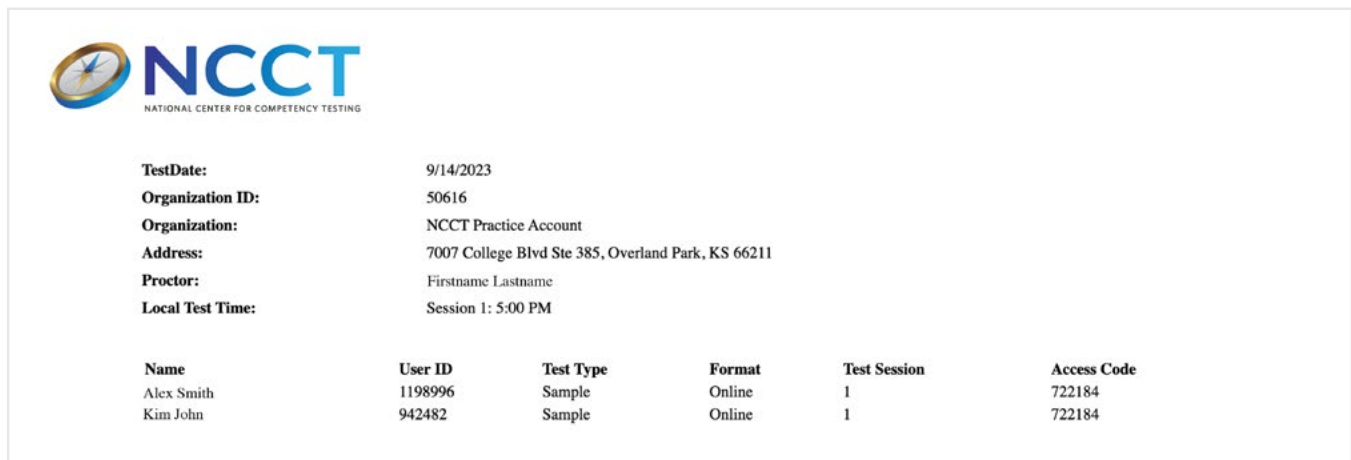

2. Then click the green tab, "Exam Rosters".

3. This view will show your proctor schedule. You will note that 2 applicants are registered to test. You will choose the appropriate date and click "View Roster".

4. Once you have confirmed the applicants' identitiy with their government issued Photo ID, you will have the applicant login to their dashboard on NCCT.

You are testing today. Click the button when ready to test

Please note that you will need a proctor to proceed into test.

Proceed to Test

5. The applicant will see the above prompt. Applicant must be logged in to their NCCT account. Instruct the applicant to select "Proceed to Test".

NCCT CERTIFICATION TEST LOGIN

Input the access code you receive from the proctor to proceed to the test.

Access Code [   ]

Verify Access Code

6. You will provide the applicants with the access code found on the proctor roster. Once the Access Code is verified, applicant will get the following message.

NCCT CERTIFICATION TEST LOGIN

**We matched the User ID 1198996 to Firstname Lastname
Is this the correct candidate?**

Yes, Continue   No, Wrong Candidate

7. Applicant will click "Yes, Continue".

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The test instructions will appear (see page 11 for the complete instructions view). Once candidates click "Yes", I understand these instructions," they will be taken to the security attestation page.

Test Completion

Tests may be completed when:

- Time runs out; or
- You click the EXIT button when all questions are answered.

Once the EXIT button is clicked the exam is finished and you cannot return to the test!

Rules about finishing the exam

- If you complete the examination before the allotted time has expired, you may be excused.
- Since there may be people taking different tests at the same time, do not be concerned if others leave before you.
- Upon closure of your exam, your unofficial pass/fail will be shown on the screen. It is not official until validated by NCCT offices.
- When you see your test results, please do not disturb anyone with your reaction.
- Please leave quietly.

Yes, I understand these instructions

If you have a question about the exam instructions, raise your hand and ask for proctor assistance.

I agree that I will not disclose, in full or in part, any information about this examination by any means. My work on this examination will be my own. If, in the professional judgment of NCCT, there is reason to question the validity of my score, I understand that action may be taken by NCCT. I may be required to retest or forfeit my certification. Clicking Yes below indicates that I understand and agree to these terms as a condition of testing.

Yes   No

After they agree to the security attestation, the screen below will appear. Once candidates verify their name they will be taken to the next screen.

Sample Certification Exam

Welcome, FIRST NAME!

NCCT User ID **0000000.**

The **Sample Certification Exam** certification examination consists of 0 scored (graded) test questions. An additional 0 unscored (ungraded) pretest questions have been distributed throughout the test to determine whether they should be used on future test forms. Pretest questions do not affect your score in any way. You will have 2 hours and 30 minutes for completion.

Best of luck to you!

Click below to enter your exam

Do NOT open multiple tabs or windows

Please make sure your browser zoom is set to 100%

Enter Test

Once the candidate clicks "Enter Test" the exam begins.

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General Testing Instructions

- Please clear your desk completely. No scratch paper is allowed. (Exception Insurance & Coding candidates are allowed the use of ICD, CPT & HCPCS books.)
- No notes are allowed.
- No talking (do not read questions out loud)
- You may not have any other electronic devices of any type in your possession during the exam.
- No bathroom breaks are allowed.
- You are not allowed to have food or drink with you during the test without a documented medical reason.(needs approval from NCCT)
- Only the NCCT test administration window may be open during your exam.
- You may not open additional browser tabs during the exam.
- Communicate only with the proctor.
- Do your own work.
- Do not disturb others.
- For exam problems (e.g., screen freezes), notify the proctor by raising your hand. The Proctor will come to you.
- Proctors are not permitted to read or interpret questions for examinees.
- Proctors are not permitted to answer any questions about the exam content.

Note: During the exam, you may not leave the room. If you leave the room your exam will be ended by the proctor and you will need to contact NCCT, a new application fee will apply.

Any violation of these rules may result in immediate dismissal from the test site!

Allotted Time

You will be allowed __ hours and __ minutes for the Sample examination.

You may always check your time remaining by selecting the **Show Time** button on your test page. You may go back and check/change responses as long as there is time left.

Continued on the next page ...

NCCT

Testing Navigation Directions

1. **Test Question and Answers**
   The upper portion of the testing screen displays the current question and possible answers. To answer a question, click on the answer in the corresponding list. The answer you select will show as being highlighted, and the radio button will be selected.

   When answers have been given for every question in the test, a green bar will appear above the question stating that all questions have been answered. A red bar will appear above the question if it is bookmarked. For more details on bookmarking, see the Bookmark [Checkbox] section of this help document.

2. **Test Controls**
   a. **Previous Question** [Button]
      This button will bring you to the test question prior to the one currently visible.

   b. **Next Question** [Button]
      This button will bring you to the next test question.

   c. **Next Unanswered Question** [Button]
      This button will bring you to the next unanswered test question. If all test questions have been answered, it will bring you to the first question in the test.

   d. **Help** [Button]
      Clicking the Help button brings up this screen.

   e. **Show Time** [Button]
      If you are taking a timed test, this button will show the time remaining when you click on it. Clicking this button again will hide the time.

   f. **Show All Questions** [Button]
      This button will display the Test Question Navigator, which shows a list of all questions on your test. See the Test Question Navigator section below for more details.

   g. **Question Number** [Dropdown]
      Select a test question number in this dropdown to navigate to a particular question in your test.

   h. **Bookmark** [Checkbox]
      Checking this box will bookmark the question, allowing you to move on and come back later. You will know a question is bookmarked by the red bar that will appear above the question, as well as a red exclamation point next to the question number in the Test Question Navigator.

   i. **Leave Feedback on Test Item** [Button]
      Clicking on this button will allow you to leave a comment for NCCT about a test question.

3. **Test Question Navigator**
   The Test Question Navigator shows a list of all questions in the current test. The current question will be underlined. Test questions whose number appears in **bold** have not been answered. A **red** exclamation point (**!**) next to a question number means that question has been bookmarked by you. Clicking any test question number will bring you to the corresponding question in the test.

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Online Proctor Script and Test Controls

For the online test the proctor script is now embedded with the exam as the first screen they see. You do not need to read it aloud to candidates. It is included here in case you need to answer any questions about the directions from candidates. A description of the test controls is also listed for this purpose.

General Testing Instructions

- Please clear your desk completely. No scratch paper is allowed
- No notes are allowed
- You may not have electronic devices of any type in your possession during the exam
- You are not allowed to have food or drink with you during the test without a documented medical reason
- Only the NCCT test administration window may be open during your exam
- You may not open additional browser tabs during the exam.
- Communicate only with the proctor
- Do your own work
- Do not disturb others
- For exam problems (e.g., screen freezes), raise your hand. The proctor will come to you
- Proctors are not permitted to read or interpret questions for examinees
- Proctors are not permitted to answer any questions about the exam content
- No bathroom breaks are allowed

Note: During the exam, you may not leave the room without the proctor's permission and/or supervision, as appropriate. You will not be given extra time to compensate for your absence. You may not take anything with you when you leave the room unless approved by the proctor.

Any violation of these rules may result in immediate dismissal from the test site!

Allowed Time

You will be allowed _____ hours from the _____ examination.

You will receive two automated time notifications during the exam.

- 30 minutes prior to end time.
- 15 minutes prior to end time.

You may always check your time remaining by selecting the "Show Time" button on your test page.

Test Navigation Directions

The upper portion of the test screen displays the current test question and possible answers.

- To answer the question, click on the best or most correct response from the choices
- Once you select the corresponding radio button, the answer will be highlighted
- You may bookmark a question for later review
- You may go back and check/change responses as long as there is time left
- Commonly used test navigation features are explained on the first exam screen
- To review navigation features at any time, select HELP (bottom left of screen)
- Use "Previous Question" and "Next Question" buttons to move through the test
- DO NOT use the back arrow of the browser or your test will close
- To leave a comment for NCCT about a test question, select "Leave Feedback on Test Item"

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Test Completion

Tests may be completed when:
- Time runs out; or
- You click the "EXIT" button.

> **!** **Once the "EXIT" button is clicked the exam is finished and you cannot return to the test!**

Rules about finishing the exam

- If you complete the examination before the allotted time has expired, you may be excused.
- Since there may be people taking different tests at the same time, do not be concerned if others leave before you.
- Upon closure of your exam, your unofficial score will be shown on the screen. It is not official until validated by NCCT offices.
- When you see your test score, please do not disturb anyone with your reaction.
- Please leave quietly.

Test Controls

| | | < Previous Question | Next Question > | Next Unanswered Question >> | |
| Help | Show Time | ☐ Bookmark | Question # [1 ∨] | Show All Questions | © 1999 - 2023 NCCT |

Previous Question [Button]
This button will bring you to the test question prior to the one currently visible.

Next Question [Button]
This button will bring you to the next test question.

Next Unanswered Question [Button]
This button will bring you to the next unanswered test question. If all test questions have been answered, it will bring you to the first test question in the test.

Help [Button]
Clicking the Help button brings up this screen.

Show Time [Button]
If you are taking a timed test, this button will show the time remaining when you click on it. Clicking this button again will hide the time.

Show All Questions [Button]
This button will display the Test Question Navigator, which shows a list of all questions on your test. See the Test Question Navigator section below for more details.

Question Number [Drop-down]
Select a test question number in this drop-down to navigate to a particular question in your test.

Bookmark [Checkbox]
Checking this box will bookmark the question, allowing you to move on and come back later. You will know a question is bookmarked by the red bar that will appear above the question, as well as a red exclamation point next to the question number in the Test Question Navigator.

Leave feedback on Test Item [Button]
Checking on this button will allow you to leave a comment for NCCT about a test question.

Test Question Navigator
The Test Question Navigator shows a list of all questions in the current test. The current question will be underlined. Test questions numbered in bold type have not been answered. A red exclamation point (!) next to a question number means that question has been bookmarked by you. Clicking any test question number will bring you to the corresponding question in the test.

Contact

Thank You

A sincere thank you to your for your dedication to making each exam a success. NCCT could not opperate without our loyal proctors. If you have any questions at any time or throughout the exam please reach out.

✉ **contactus@ncctinc.com**
📞 **800.875.4404**
🖨 **913.498.1243**

Business Hours
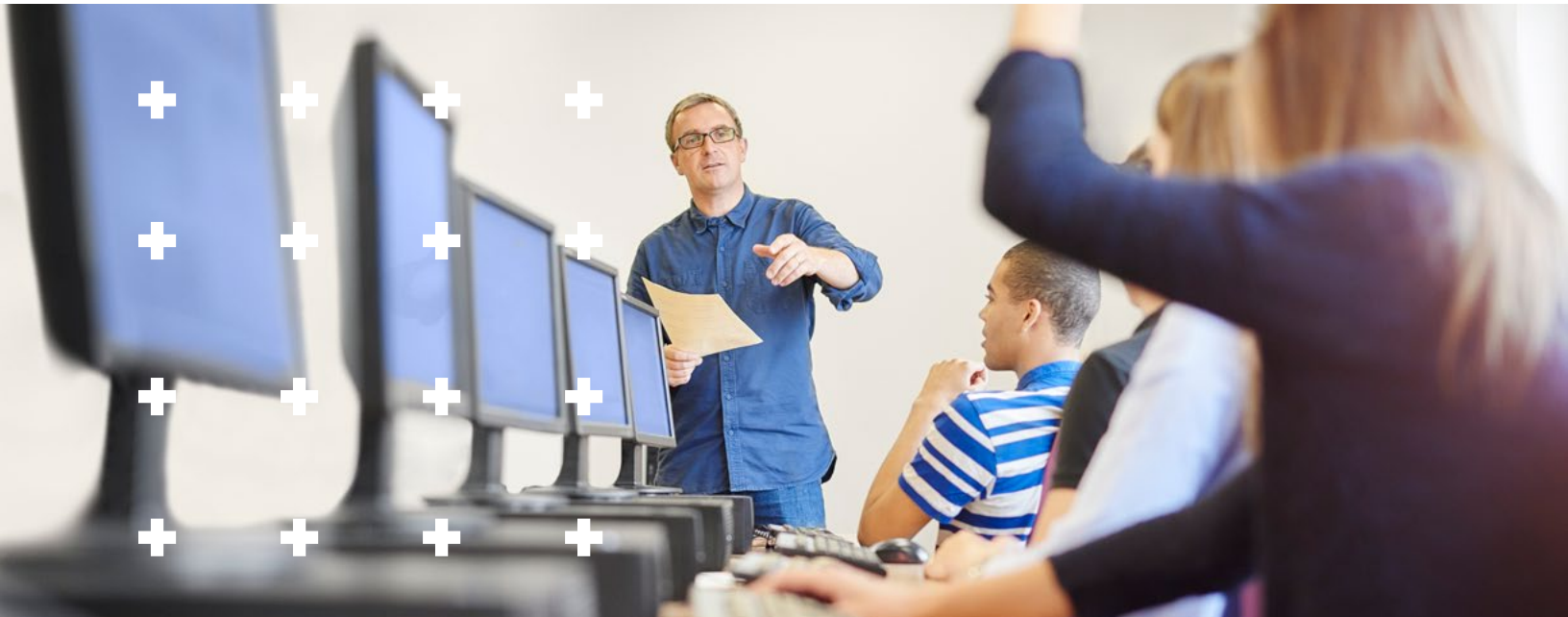Monday-Friday: 7:30am to 5:00pm CST
Saturday: 9:00am to 3:00pm CST
Sunday: Closed

! Incident Reports

If anything unusual occurs during an exam session (i.e., suspected cheating, a disturbance, computer malfunctions, unusual examinee behaviors, or anything that might affect the ability of an examinee to have a fair test session), please report those circumstances to us by completing a Proctor Incident Report from your online proctor account. Be sure to provide complete details about the incident to include names of the candidates or other persons involved.

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As an independent certification agency, the **National Center for Competency Testing** is able to provide certification and continuing education products and services for individuals, schools, or programs irrespective of their allegiance to any specific professional organization or accreditor. **NCCT** is used for testing and continuing education for facilities and organizations across the country.

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