

Select Exam Test Administrators Guide

A Guide to Policies and Procedures



The Institutes

720 Providence Road, Suite 100

Malvern, PA 19355-3433

Phone: (610) 644-2100 | Fax: (610) 695-0881

Revised: September 2010

© 2010 American Institute For Chartered Property Casualty Underwriters

Contents

Contacting The Institutes	4
Test Administrator’s Responsibilities	4
A. Receiving, Checking, and Storing the Examination Shipment	4
B. Examination Supervision	4
Examination Policies And Procedures	4
A. Test Administration Policies	4
B. Rescheduling the Examination	5
C. Late Arrivals/Terminating the Examination	5
Completing And Processing Forms	5
A. List of Examinees	5
B. Test Administrator’s Affidavit	6
Sequence of Test Administration	6
A. Two or Three Days Before the Examination	6
B. Just Before Examination Administration	6
C. Test Administrator’s Verbal Instructions to Examinees	6
D. During the Examination	7
E. At The Conclusion of the Exam/As Examinees Complete Their Test	8
Guide For Returning Examinations	8
A. Return Policy	8
B. Examination Materials To Be Returned To The Institutes	8
C. Return Procedures	9

This document contains The Institutes' policies and procedures for conducting The Institutes Select Exams. If you have any questions, or if a situation occurs which is not explained in this guide, contact The Institutes.

Contacting The Institutes

Normal Business Hours: 8:00 AM to 4:30 PM eastern time

Select Exam Coordinator: (610) 644-2100, ext. 7340 or selectexams@theinstitutes.org

Test Administrator's Responsibilities

A. Receiving, Checking, and Storing The Examination Shipment

Do not discard the gray bag containing the examination materials. It will be used to store examination materials when returning them to The Institutes. Use the white Tyvek envelope for return shipment.

Do not break the seal on individual examination question booklets. After verifying the contents of the exam shipment, store the exam booklets in a safe place until the time designated for their administration.

Use the Materials Checklist (included with your exam materials) to verify the contents of the exam shipment. If there is a shortage of an exam, immediately contact the select exam coordinator at (610)-644-2100, ext. 7340.

B. Examination Supervision

Examinees must remain under the constant supervision of their test administrator. If the number of examinees exceeds thirty, or if a second room is used, the test administrator should select an assistant administrator. If an assistant administrator is needed, please make a copy of your Test Administrator's Affidavit and have the assistant administrator complete one as well.

Examination Policies and Procedures

A. Test Administration Policies

Seating—If the facilities in the testing room permit, examinees must be seated in alternate rows, or no closer than two examinees per five-foot table.

No Modifications to Examination Questions—Test administrators are not authorized to change, interpret, or waive any examination questions.

Exam Question Booklets—The exam booklet contains the exam questions and the student's answer sheet. Under no circumstances may an examinee take a question booklet from the testing room, nor may any portion of the booklet be photocopied. Each question booklet is sealed with a tab to be broken only by the examinee at the direction of the test administrator on examination day. Please be sure that each examinee completes all required information on the answer sheet.

Calculators—A calculator with alphanumeric keys for the purpose of entering letters or words may not be used during the exam. Other quiet, nonprinting calculators are acceptable.

Pencils—Examinees should use #2 pencils to fill in the answer sheet. It is strongly advised that examinees do not use pen.

Temporarily Leaving the Testing Area—Examinees who must leave the testing room are required to ask permission and are placed on their honor. Only one person should be away from the testing room at any one time. Examinees must return within five minutes. Examinees cannot take any test materials with them, nor may they be given extra time due to their absence.

Suspected Cheating—If an examinee is acting suspiciously, privately inform the candidate that all answers to the exam questions must be based on the individual's own knowledge. An examinee suspected of cheating may continue the exam, but

must understand that The Institutes will investigate the incident, including obtaining a statement from the candidate, and then render a decision concerning the validity of the examination. A candidate who is suspected of using crib sheets and who asks to be excused from the testing room must be confronted immediately upon leaving the room. Do not give the candidate an opportunity to destroy the notes. An incident involving suspected cheating must be reported in the Test Administrator's Affidavit; see page 6.

Overt Cheating—Examinees who are observed using notes or other prohibited study aids, recopying test questions, giving or receiving answers, or engaging in other inappropriate behavior should be politely dismissed from the testing room. Confiscate any evidence before dismissal, but avoid a public display. Inform a candidate who protests dismissal that The Institutes' investigation will allow the candidate to present his or her "side of the story." Recount the incident in the Test Administrator's Affidavit, and send any evidence to The Institutes.

B. Rescheduling The Examination

Rescheduling/Postponing the Exam—If it is necessary to postpone the examination, the test administrator and the examinee(s) are responsible for rescheduling the test. If the new test date is more than one week after the originally scheduled date, immediately contact the select exam coordinator at 610-644-2100, ext. 7340 or selectexams@theinstitutes.org. If the examinee wishes to postpone the exam date more than two weeks after the original exam date, the exam materials must be returned immediately, and the examinee will have to re-register for his or her new exam date. A re-registration fee will be applied. The cost to re-register may be found in the The Institutes' Registration Booklet.

Later Administration to an Absent Examinee—An individual who is absent when an exam is administered to his or her group still may take the examination, provided it is scheduled within three working days. If the examinee is unable to sit for the examination within three working days, all examination material must be returned to The Institutes. The candidate who missed the examination will automatically receive a registration form on which to reapply for the examination. There is a fee to re-register for the exam. The cost to re-register is listed on the Select Exams Registration Form or in The Institutes' catalog.

C. Late Arrivals/Terminating The Exam

Late Arrivals—The test administrator has the authority to accept a late arrival or to reschedule the examinee for another day or time.

Terminating the Examination—A student may terminate the testing session at any time; however, an examinee who decides not to finish the examination is still required to turn in an examination question booklet and the answer sheet.

Completing and Processing Forms

A. List of Examinees

Taking Attendance—Take roll just before reading the verbal instructions. Names are printed in student ID number order. As each candidate is identified, fill in the oval in the "EXAMINEE PRESENT" column. The oval in the "ABSENT" column should be filled in to identify any individual who is not present for the examination. Please make a copy of the List of Examinees form for your records.

Walk-Ins/Substitution—Walk-ins are not permitted to sit for an examination unless authorized by The Institutes. The Institutes must also approve the substitution of one examinee for another. If approved, the name of the new examinee should be inserted on the first available line. Please note either of these situations in the "COMMENTS" column on the List of Examinees form.

Checking in Exam Booklets and Answer Sheets—Each examinee must turn in both the examination booklet and an answer sheet. Check each exam booklet to verify that it contains the examinee's name. Check the answer sheet for the examinee's name and examination information. After verifying receipt of both the exam booklet and the answer sheet, mark the "EXAMINEE TURNED IN BOOK" column on the List of Examinees form.

B. Test Administrator's Affidavit

The Test Administrator's Affidavit must be returned to The Institutes along with the List of Examinees and all exam materials, both used and unused.

Test Administrators Affidavit—Complete the requested information on both sides.

This document is included with your exam materials and can be found on our Web site at: www.TheInstitutes.org/doc/TestAdministratorsAffidavit.pdf.

Examination Information—Document the exam taken and the test location.

Problems Encountered—Identify difficulties or irregularities encountered during the process of administering the examination.

Suggestions for Future Administration of Examinations—If you notice an inconsistency in our test administration procedure, or if you would like to offer a more efficient alternative, use this section of the report.

Sequence of Test Administration

A. Two or Three Days Before the Examination

1. Reconfirm the test time, date, and location with the examinee(s).
2. Reconfirm the availability of the testing room.
3. Verify that you have all examination materials. You should have a gray bag containing the following:
 - a. Sealed examinations that contain the answer sheet and test questions
 - b. List of Examinees
 - c. Test Administrator's Envelope containing all documents needed to administer the examinations

B. Just Before Examination Administration

1. Arrive twenty minutes before the start of the examination.
2. When you arrive at the test site, confirm that the room has enough desks or tables and chairs.
3. Post the "Testing in Progress" sign found on our Web site at www.aicpcu.org/doc/TestingInProgressSign.pdf.
4. Take roll using the List of Examinees. See page 6.
5. Read the "Test Administrator's Verbal Instructions to Examinees."
6. The time limit for the Introduction to Risk Management exam is ninety minutes. The time limit for all other objective exams is two hours.

C. Test Administrator's Verbal Instructions To Examinees

1. "Please turn off cell phones and pagers."
2. "At this time, all materials, except pencils and an acceptable calculator, must be removed from your desk."
3. "The examination question booklet will now be passed out. Do not break the seal on the exam booklet until I instruct you to do so." (*Distribute the exam booklets.*)
4. "The rules of conduct for this examination are printed on the front cover of the exam booklet. Read them now." (*Allow sufficient time. A copy of an exam booklet cover is printed at the end of this guide.*)

5. "Has anyone not read the rules for this examination and printed his or her name on the front cover of the examination booklet?" *(Pause)* "Do you have any questions?"
6. "Your score will be based on the number of questions answered correctly. No points will be deducted for an incorrect response. So, try to answer every question on the examination."
7. "Break the seal on the examination booklet, and turn to and read the first page. All of your responses to the exam questions must be marked on the answer sheet." *(Pause)*
8. "Has everyone read the directions on the answer sheet?"
9. "Provide the information requested on the front of the answer sheet. It is not necessary to complete the back of the answer sheet. The exam information and the batch number are printed on the sheet that I am holding."
(Hold up the exam information sheet.)
10. "Also, print your name and today's date on the answer sheet and bubble in your Student ID number."
(Inform them that this will be their SSN or a 999-number that may have been created for them through The Institutes.)
11. "When you are finished, put down your pencil." *(Pause as the examinees write.)*
12. "Has anyone not finished writing the information?"
13. "Carefully remove the answer sheet by tearing along the perforation." *(Pause)*
14. "Has everyone removed the answer sheet?"
15. "You must turn in both your exam booklet and the answer sheet when you complete the exam."
16. "Do you have any final questions?"

Intro to Risk Management Exam	All Other Exams
You will have ninety minutes to complete this examination.	You will have two hours to complete this examination.

17. "I will announce when fifteen minutes and then when five minutes remain in the examination."
18. "It is (time, AM/PM). Turn to the first question in the exam booklet and begin the exam now."
(Start timing the test.)

D. During The Examination:

1. Write the exam's ending time on the chalkboard or facsimile.
2. Walk around the testing room.
3. If cheating is observed, refer to page 5.
4. When fifteen minutes and when five minutes remain in the exam, announce these facts to the examinees.
5. When time expires, the test administrator should say:

"May I please have your attention? Time has expired. Close your examination booklet now. The current time is *(time AM/PM)*. Write that time on the cover of your examinations, then put down your pencils and remain seated. You will be dismissed from the examination after I verify that I have collected an examination booklet and an answer sheet from each of you."

E. At The Conclusion of The Exam/As Examinees Complete Their Test:

1. Collect an examination booklet and an answer sheet from each examinee. Under no circumstances may an examinee keep the exam booklet or answer sheet or copy the exam questions.
2. As each exam booklet and answer sheet is received, do the following:
 - Check that a name has been written on the front cover. If not, please instruct the examinee to do so.
 - Check that the examinee's name and examination information has been written on the answer sheet. If not, please instruct the examinee to do so.
 - Mark the "TURNED IN BOOK" column on the List of Examinees. Each candidate who sat for an examination should have an "EXAMINEE PRESENT" and a "TURNED IN BOOK" mark next to his or her name.
3. Dismiss the examinees after you have collected and checked in all of the question booklets and answer sheets.
4. Arrange the examination booklets and answer sheets in the same order as the names on the List of Examinees.
5. Place the answer sheets in the Answer Sheet Return Envelope.
6. If you have not already done so, fill out the Test Administrator's Affidavit. If an assistant was needed, please make a copy and have the assistant complete a form as well.
7. Before leaving the testing room, check the area to ensure that nothing has been left behind.
8. Immediately return all exam materials to The Institutes unless a test will be administered to an absent examinee within three working days. Please be sure to place all exam materials and your answer sheet envelope into the gray bag and then place everything inside the white Tyvek envelope.
9. If a late administration is scheduled, store the test materials under lock and key.

Guide for Returning Examinations

A. Return Policy

All examination materials must be returned to The Institutes at the same time.

The Institutes request that test administrators use UPS to return their exam booklets. UPS provides a Returns on the Web (ROW) service, which allows The Institutes to immediately locate the package if necessary. The return UPS label can be found at <http://returns.upsrow.com>.

B. Examination Materials To Be Returned To The Institutes

1. All used and unused exam booklets
2. Answer Sheet Envelope containing all used exam answer sheets
3. Test Administrator's Affidavit
4. List of Examinees
5. Gray bag containing all of the above

If all materials are not returned, The Institutes will not be able to grade the materials that were received until all materials included in the original shipment have been returned.

C. Return Procedure

Place all materials in the gray bag, then place the gray bag in the white Tyvek envelope and attach the plastic UPS pouch to the outside of the envelope.

1. Log in to <http://returns.upsrow.com>.

Login ID: CPCU

Password: CPCU

The Login ID and Password are in ALL CAPS.

2. Enter Ship From Customer Information.

Return Address

Department Code is preset

Contents should read "Examinations"

Estimate the weight of package in pounds. This does not have to be accurate.

3. Select "Display Return Label Only" and SUBMIT.

4. Print the label and follow the UPS return information found on the label document.

5. Keep a record of the tracking number until grades are posted.

You may drop off the package at any authorized UPS location, include it with a regular pickup, request a pickup through www.ups.com, or have the label ready and call 1-800-PICK-UPS or (800) 742-5877 to schedule a commercial pickup from your business location.