SK EXAM
PROCTOR GUIDELINES

PROCTOR GUIDELINES for the SK Travel Insurance Exam

Introduction

Thank you for assisting with the SK Qualifying Exam and/or Bylaw Exam process. Your role as Proctor is very important in ensuring the integrity of the exam. This document has been created to:
• provide Guidelines as to who might be considered for the role of Proctor
• outline the role and responsibilities of a Proctor throughout the testing process
• provide contact information should the Proctor have questions regarding the process
• suggest how to handle any issues that may arise during the exam writing

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Important:
The Proctor Application Form must be completed by every *new* Proctor after reading the Proctor Guidelines. Please see Appendix B for further instructions.

About Proctors

What does a Proctor do?

A Proctor is an impartial 'supervisor' for the writing of the exam. His or her responsibility is to ensure the integrity of the writing of the exam by:
• making certain that there are no disruptions
• checking the candidate's government-issued photo identification to ensure that they are the actual candidate registered to write the exam
• making sure that the candidate completes his/her own exam
• using established procedures to deal with issues that may arise during the writing of the exam (see Appendix A: Guidelines Concerning Irregular Incidents)

Who does what?

If you are an <u>independent Proctor</u>, it is the candidate who makes all the arrangements as far as the exam goes: the location of the room, the computer set up, the compatibility of the computers. The Proctor is only expected to supervise the exam-writing process, as outlined below.

If you represent a <u>Proctored Venue,</u> you are responsible for making all the arrangements as far as the exam goes: the location of the room, the computer set up, the compatibility of the computers, as well as supervising the exam process.

How many Proctors are required?

One Proctor is required for the first 25 candidates writing in the same room at the same time, providing that all candidates are visible to the Proctor at the same time, i.e. no cubicles or separate offices. One extra Proctor is required for each additional 15 candidates.

Proctor Fees

In general, there are no set rules with regard to a Proctor accepting payment for their services. This is strictly between the individual Proctor and the candidate wishing to engage their services. In some cases, Proctors may simply exchange services. A qualified Proctor from ABC agency will proctor the exam for XYZ agency, and then the XYZ Proctor will provide the service for ABC agency. In other cases, a Proctor may request reimbursement for basic expenses or a fee for their time.

Finding a Proctor

Who can proctor the exam?

The key in finding a Proctor is to ensure that there is no a conflict of interest. This means that the Proctor does not work for the same agency/organization as those who are writing the exam, and that there is no relationship between a Proctor and a candidate that could call into question the impartiality of the Proctor (e.g. spouse, relative, business partner, etc.)

Examples of appropriate Proctors

• Someone from outside the industry who fulfills the following criteria: 1) maturity (i.e., the ability to oversee an exam) 2) no interest in the subject matter (the person has no interest in studying or working in the travel industry), 3) no conflict of interest (they have no relatives or friends in the exam sitting for which they are being asked to Proctor).

• A person who qualifies as a passport guarantor, as long as this does not pose a conflict of interest. Please note that the Exam Proctor qualifications differ from the information on the passport guarantor website in that, for the purpose of proctoring, a relative or spouse is not acceptable.

• A Travel & Tourism Educator, or another academic, whether active or retired, whether associated with the travel industry or not, provided there is no conflict of interest. However, if the Travel & Tourism Educator is required to write the SK Insurance Exam, or chooses to write this exam, then they must write and pass the exam first.

• A Certified Travel Counsellor or Certified Travel Manager who does not work for the same agency or agency chain and has already passed the SK Insurance Exam, provided there is no conflict of interest.

• An agency manager who does not work for the same agency or agency chain, and who has already passed the SK Insurance Exam provided there is no conflict of interest.

• A travel counsellor who has already passed the exam and does not work at the same agency provided there is no conflict of interest.

What happens if I can't find a Proctor?

• ACTA maintains a list of Proctored Venues throughout Canada as a convenience for those who prefer not to find their own proctor.   For a list of venues, along with details of the exam writing arrangements, visit http://www.acta.ca/proctor-venues

- ACTA also maintains a list of individual Proctors. Candidates can contact ACTA for more information at certification@acta.ca

The Proctor's Role and Responsibilities before the Examination Date

Procedure for Proctored Venues to follow when booking an exam

- The first step for the candidate will be to contact a Proctor. Therefore, the Proctored Venue can expect to receive calls or emails asking to book a date and time.   It is the Proctor's responsibility to agree or decline depending on how many candidates they already have scheduled on that day.
- Once the candidate and Proctor have verbally agreed on a date and time, it is the candidate's responsibility to register with ACTA right away.
- Once the candidate receives official confirmation from ACTA they can make any final arrangements with the Proctor prior to the exam date.

Equipment check

The minimum recommended computer equipment required for writing the online exam is an internet connection and a browser.

Regarding the equipment required, each computer will need to have both **Java enabled** and **Adobe Flash Player** installed. To avoid any problems during the exam, you are requested to ensure that these programs are installed on each computer at your exam location.

The Proctor's Role and Responsibilities on the Examination Date

List of items required by the Proctor on exam day

• List of the candidates writing, along with Usernames and Passwords – A "Proctor Instruction Form" will be emailed to the Proctor approximately 3 days before the exam date. Note: If you are accepted as a Proctor and have not received this instruction form, please email certification@acta.ca .   Do not wait until the last minute.

• Blank Candidate Log-in/Log-out Sheet (**Appendix C and Appendix D** of the Proctor Guidelines)
• Scrap Paper
• Proctor Guidelines
• Cell Phone, if possible (Just in case)

Prior to the candidate's arrival

Arrive at the writing venue *at least* 30 minutes prior to the scheduled exam time.

During the 30 minutes before the exam starts:
• Ensure the venue is set up; that there are enough computers for the number of registered candidates, as well as adequate desk and seating space.
• Become acquainted with the location of telephones, washrooms and emergency exits.
• Ensure that there are directional signs to help registered candidates locate the exam room, if necessary.

• Be prepared to instruct the candidates to load the on-line test (http://acta.travellearningcampus.ca/) on each computer.
• Guard the candidate's Username and Password at all times.

As the candidates arrive

As candidates arrive, greet them and introduce yourself. Ideally, the exam candidates should be directed to the exam room 15 minutes before the examination begins. As the candidates arrive
you should:

• Request government issued photo identification from each candidate. This list can include:
    a) Passport
    b) Landed Immigrant Card
    c) Driver's License

It is your job to ensure that one individual does not write the exam for another and that those present are actually registered to write the exam. Persons not registered for the exam, or those unable to provide proper photo identification <u>will not be able</u> to complete the examination.

• Have each candidate sign the Candidate Log and indicate the date and time. The Candidate Log is important for several reasons:

    a) It ensures that ACTA has written proof that the candidate has written the exam.
    b) It allows the candidate to sign in and out.
    c) It is used to record incidents and other information. For example, the Proctor should note any disruptions that occur such as the fire alarm going off, or a candidate disturbing others, or a candidate caught cheating.

• Direct the candidate to his or her appropriate seat.

Once all candidates have seated themselves

Introduce yourself to the group and provide candidates with the following information:
• Familiarize candidates with the exam room, location of the washrooms, and emergency exits.
• Instruct candidates to turn off pagers, cellular phones, electronic dictionaries, other electronic storage devices and personal entertainment devices.
• Instruct the candidates to leave their desk clear. All items such as purses and scrap paper are to be left under their chair. Food and drink items are not allowed in the testing room, unless special arrangements have been made.
• Advise that if anyone requires scrap paper, you will provide it. All paper is to be left with the Proctor before the candidate leaves the examination room. The Proctor will discard it in a professional manner, off site.
• Once the test website (http://acta.travellearningcampus.ca/) is set up on each computer, hand over the Username and Password to each candidate.

Instructions to be given to candidates before starting their exam

Advise candidate(s) as follows:

1. They will have 90 minutes to complete the exam.
2. The exam is created to be easily completed within the time limit set.
3. Once each candidate is logged in, they need to click the "Start' icon to start their exam.
4. Each question has the subject heading listed directly above.
5. The candidate(s) start(s) the exam by clicking the correct answer (i.e. a,b,c or d) and then clicking the "Next" icon to proceed.
6. Candidates have the option to skip questions and then go back to them before they click the "Submit!" icon. They can go back to any question by selecting the question number at the top of the screen (all question numbers are listed sequentially in a horizontal row at the top).
7. The candidate(s) can keep track of their remaining time by checking the "Time left" icon on the top right hand side of the screen.
8. **When they have completed the exam, they need to click the "Submit!" icon on the right hand side of the screen, or their results will not be recorded.**
    a. If the candidate completes the exam but he/she cannot locate the "Submit" icon, it means the candidate has skipped over a question by accident. The candidate can then go back to the unanswered question which is shaded in white (as opposed to grey) at the top of the screen. *Caution:* If the candidate(s) runs through the questions too quickly, the answer *may* not register. In most cases, it registers after a few seconds. Please see pgs 10-12 in **Appendix A** for more instructions regarding trouble shooting guidelines.
    b. At no point during the exam are screen shots permitted to be printed. However, the score may be printed once it appears upon completion of the exam.
9. Candidates who complete the exam early are allowed to leave but will not be allowed to return to the exam room.
10. Remind candidates to sign out in the Candidate Log prior to departing.

During the examination

• Remain in the room at all times.
• It is important to circulate around the room while the candidates are writing, in order to properly supervise the exam.
• Record all incidents in the Candidate Log.
• Maintain a quiet, distraction-free environment.

Following the examination

Each candidate must sign out on the Candidate Log indicating the time they left the room. You will also sign the Log to acknowledge the candidate has completed the testing session. Thank you for your diligence!

Contact Information

If an unusual situation or an emergency situation arises, please contact ACTA 1 888 257 2282 ext. 128 or certification@acta.ca or tech support directly at http://acta.travellearningcampus.ca/actacatalog/c-3-support.aspx.

Appendix A: Guidelines Concerning Irregular Incidents

Remember that these are just guidelines and that in many cases, when an "irregular" incident occurs, the Proctor and the candidates may be able to work out a solution right on the spot.

Nature of Incident/Irregularity	Management Tips	Information to be Passed on to the Affected Candidate(s)
Proctor arrives at the writing venue and finds that desks are located in cubicles or offices or the room set-up does not allow the Proctor to see all exam candidates at the same time.	Determine if it is possible to rearrange the desks/seats to allow the Proctor to have a clear view of all candidates	If you do not have a clear view of all exam candidates and the desks cannot be reorganized to facilitate this requirement, then the exam must be cancelled and the candidates and/or group coordinator should be told to contact the ACTA office to reschedule. The Proctor should advise ACTA of the matter as soon as possible.
A candidate reports illness or chooses not to write the exam	• Note the situation on the candidate log • Shred candidate's Username and Password	Advise candidate that they need to contact ACTA to reschedule.
A candidate does not show up to write the exam	• Note the situation on the candidate log • Shred candidate's Username and Password	
A candidate arrives late for an exam	If the candidate arrives within 15 minutes of the scheduled start time, you may allow them to write the exam, **provided you are prepared to stay later to supervise them.** If you are not prepared to stay later, then the candidate has the choice of writing the exam in the remaining time left, or he/she can re-schedule the exam and pay the appropriate fee. For a late candidate, review the instructions with the candidate quietly with as little disruption to the group as possible. If the candidate arrives more than 15 minutes late, do not let them in to write the exam.	Advise candidate that they must write the exam at another time and that they need to contact ACTA to reschedule.
A candidate does not have government issued photo I.D.	If no acceptable photo ID is provided, you must dismiss the candidate and note the situation in the Candidate log.	Advise candidate that they need to contact ACTA to reschedule.

A candidate requests to use the washroom during the exam writing time	If there is more than one Proctor in the room, have one Proctor accompany the student to the washroom. If there is only one Proctor, then the Proctor cannot leave the room. Use your best judgment and either allow the student to go or ask if the student can wait until the end.	
A candidate misbehaves (is disruptive, interferes with the integrity of the exam, e.g., bringing notes or copying)	Dismiss the candidate. Note the situation on the Candidate Log.	Advise candidate to contact ACTA to discuss the matter.
Candidates arrive at an agency to write the exam and are instructed by the agency manager not to touch any papers/ files already on the desks.	All desks must be clear of papers and files before the start of the exam. If the agency is willing to do this, take a few minutes to allow the desks to be cleared. If the agency refuses to move the materials, then the exam may not take place.	Advise candidates that they will have to write the exam at another time and they will have to contact ACTA to reschedule. Proctor should contact ACTA as soon as possible.
The exam starts late due to other reasons not mentioned in this chart. An example could be that the door of the exam room is locked and someone has to be called in to open it.	If start time is delayed by one hour or less and the Proctor is still able to fulfill their time commitment, begin the exam and allow the candidates the full time to complete the exam. Give the candidates the opportunity to write the exam at another time if they cannot accommodate the change in time. If the start time is delayed by more than one hour, cancel and reschedule the exam.	If exam is cancelled, advise candidate that they will have to write their exam at another time and that they need to contact ACTA.
Weather conditions are poor and compromise ability to make it to the writing centre	Cancel and reschedule the exam.	Advise candidate(s) to contact ACTA but the Proctor should also confirm the weather situation by contacting ACTA.

TROUBLE SHOOTING GUIDELINES		
There is a fire alarm, a bomb threat or a power failure.	Cancel and reschedule the exam.	Advise candidate(s) to contact ACTA but the Proctor should also confirm the situation by contacting ACTA.
Candidate(s) is unable to login to the test site.	a) Refer to the Proctor Instruction Form sent from certification@acta.ca (approx. 3 days before the exam) to **verify** if the passwords are correct. b) Perform equipment check by referring to pg 4 of the Guidelines c) call ACTA to ensure that both usernames and passwords are correct	Advise candidate(s) to contact ACTA but the Proctor should also confirm the situation by contacting ACTA.
Candidate cannot select an answer	a) Look at the "Time Remaining" icon to the right hand side of the screen. If it says "0:00" it means that the time has expired. b) If there's still time left, candidate should log out by pointing the mouse on **their name** at the top right hand corner of the screen and clicking on "Sign Out". Once the candidate logs back in, wait until the questions are properly shaded on top and the exam should resume. **Please note that time will elapse between the time the candidate logs out and logs back in so make sure it's done swiftly.** c) If the above doesn't work than not to worry - the exam will automatically be scored after the time expires. Make sure to keep the computer on in order to view the score that will appear immediately after the time expires.	*Tip: Advise candidate(s) to wait until their answer is actually selected before they move on to the next one. By waiting a few seconds after answering each question, they can avoid any malfunctions.*

Candidate's screen freezes midway through the exam	Candidate needs to reboot the computer and follow steps b) and c) above. If candidate did not complete most of the exam and rebooting did not work he/she needs to contact ACTA during business hours (Mon-Fri, 5:45am to 1:45pm Pacific Time). If the exam time is <u>outside</u> of ACTA business hours, there is no tech support and you will need to leave a message with ACTA to reschedule.	
Candidate cannot locate the "Submit" icon after completing the exam.	This means the candidate(s) did <u>not</u> answer all the questions. The unanswered questions are shaded in white at the top of the screen. Once the exam is completed, the "Submit" icon will automatically appear on the top right hand side.	
Candidate wants to change an answer	Answers can be changed at any time during the exam as long as the "Submit' icon is not clicked and as long as there's some Time Remaining.	
The Internet connection fails	Candidate needs to wait a few minutes and reboot the computer and log onto the test site again using the same Username and Password. If rebooting does not work than the candidate needs to contact ACTA during business hours (Mon-Fri, 5:45am to 1:45pm Pacific Time). If the exam time is <u>outside</u> of ACTA business hours, there is no tech support and you will need to leave a message with ACTA to reschedule.	Advise candidate(s) to contact ACTA but the Proctor should also confirm the situation by contacting ACTA.
The test website http://acta.travellearningcampus.ca/ is down	Wait 5 minutes and try again. Repeat. If both attempts are unsuccessful and exam time is <u>within</u> ACTA business hours (Mon-Fri, 5:45am to 1:45pm Pacific Time), contact ACTA. ACTA will then advise Proctor how long to wait. If the exam time is <u>outside</u> of ACTA business hours, there is no tech support and you will need to leave a message with ACTA to reschedule.	Advise them to contact our tech support at support@learninglibrary.com or 1-877-762-9322 Mon-Fri 9:00 AM to 9:00 PM, Weekends from 9:00 AM to 5:00 PM EDT

If anything else happens that is not mentioned in this chart.	The Proctor should use their best judgement to see if the problem can be remedied so that candidates can write the exam. Ultimately, if the problem cannot be resolved, then the exam should be cancelled and rescheduled.	ACTA should be informed as early as possible on the first business day following the cancellation.

Contact Information:

**If an unusual situation or an emergency situation arises,
please contact ACTA**

1 888 257 2282 ext. 128 or certification@acta.ca

**Our Mississauga office is open from Monday to Friday from 9:00 am to 5:00 pm
Eastern Time.**

Please Note:

1) **The exam can be postponed up to 10:30pm Pacific Time on the originally scheduled exam date without penalty. ACTA needs to be informed of any changes. If you need to change the time after ACTA hours, then proceed with the reschedule and send us an email to let us know of the time change.**

2) **In the event that the internet connection fails or if the "Submit" icon does not appear, the system is set up to record all the answers that the candidate has selected.**

After reading the Proctor Guidelines, if you are confident that you are able to comply with the SK Insurance Exam Proctor requirements, please fill out the proctor application form as sent from **certification@acta.ca** .

ACTA will review each application and, where necessary, contact the proctor-applicant for more information. The *exam candidate* will be informed of the status of the Proctor Application.

PROCTOR GUIDELINES cont'd
Appendix C: SK Qualifying Insurance Exam Candidate Log

Note: Please ensure that this sign-in sheet is brought to the exam and completed by all examinees, as well as the Proctor. A copy of this log must be emailed to certification@acta.ca .

Instructions: As each candidate enters the exam room the Proctor is required to check their Government Issued Photo ID and the Proctor is to initial beside the Candidates name. Each candidate must sign in on the Log as they enter the exam room and must sign out before they leave the exam room. Please note that once a candidate signs out, they are not be allowed to re-enter the room. The Log may also be used to record any irregular incidents that may occur during the exam period.

Thank you.

Name of Proctor_____ Date of Exam_____ Location of Exam_____

	Photo I.D. Approved Checked by Proctor	Name of Candidate	Log **IN**: Candidate's signature	Time IN:	Log **OUT**: Candidate's signature	Time OUT:	Comments
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
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16							
17							
18							

ACTA SK Qualifying Exam Log 2022

Signature of Proctor _____

PROCTOR GUIDELINES cont'd
Appendix D: SK Bylaw Exam Candidate Log

Note: Please ensure that this sign-in sheet is brought to the exam and completed by all examinees, as well as the Proctor. A copy of this log must be emailed to certification@acta.ca .
Instructions: As each candidate enters the exam room the Proctor is required to check their Government Issued Photo ID and the Proctor is to initial beside the Candidates name. Each candidate must sign in on the Log as they enter the exam room and must sign out before they leave the exam room. Please note that once a candidate signs out, they are not be allowed to re-enter the room. The Log may also be used to record any irregular incidents that may occur during the exam period.
Thank you.

Name of Proctor_____ Date of Exam_____ Location of Exam_____

	Photo I.D. Approved Checked by Proctor	Name of Candidate	Log **IN**: Candidate's signature	Time IN:	Log **OUT**: Candidate's signature	Time OUT:	Comments
1							
2							
3							
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Signature of Proctor _____