

EXAM ADMINISTRATION AND SECURITY PROCEDURES MANUAL



**A GUIDE DEVELOPED BY CTAG
FOR USE BY STATE, TRIBAL, AND
TERRITORIAL PESTICIDE PROGRAMS**

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OVERVIEW

Certification of pesticide applicators is a critical responsibility that has been delegated to each state, tribe or territory to ensure the competency of certified and licensed pesticide applicators. The predominant method of certification is through a written certification exam. The Certification & Training Assessment Group (CTAG) developed this Examination Administration and Security Procedures Manual to provide advice and guidance to each state, tribe or territory with responsibility for exam administration.

CTAG recognizes that each state, tribal or territorial lead agency must operate under its own special circumstances, including its laws and regulations, which guide the administration of exams. This manual includes a series of questions for each state, tribe or territory to consider and offers some recommendations in several areas. CTAG suggests that each of the agencies involved incorporate into their exam administration and security policies and procedures as many as possible of the recommendations contained in this manual.

WHY HAVE AN EXAM ADMINISTRATION AND SECURITY PROCEDURES MANUAL?

Clearly identified and described examination administration policies and procedures can help maximize consistency in all areas of examination administration and the examination experience as well as to help to minimize errors in the process. This can help to establish and maintain the credibility of the examination process, ensure that the entire examination process is seen as one that is both objective and impartial, and help to provide a high level of security for all examination materials. Administrative staff, as well as the certification candidates,

will benefit from clear communication of examination procedures. CTAG recommends that each state, tribe or territory consider the following material and topic areas as the basis for standard operating procedures to be established and maintained in an Examination Administration and Security Procedures Manual for program staff. In addition, exam administrators are encouraged to use the information provided to develop an Exam Candidate Bulletin as a vehicle for providing important exam information and guidance to exam candidates.

ISSUES FOR CONSIDERATION BY THE AGENCY RESPONSIBLE FOR EXAM ADMINISTRATION AND EXAM SECURITY

Depending on the state, tribe or territory, exams may be administered by either the State Lead Agency (SLA), the Cooperative Extension Service (CES) program, or both.

CTAG believes it is a worthwhile exercise for each responsible agency to perform a self-audit of existing procedures for exam administration and security. The following list of issues and questions may aid in this process; these issues and questions, and more, are addressed in the manual:

- Is there a clear understanding of which agency is responsible for exam administration and exam security?
- Are written exam administration and security policies and procedures in place?
- Are all exams monitored, written, closed-book exams?
- Is there a program of periodic replacement of exam questions to minimize use and exposure of any particular exam question?
- Are there procedures for treating all exam materials (exam booklets, answer sheets, and related forms) as controlled documents?
- How do you control in-office handling of exams, storage of exams and access to exams?
- How do you maintain chain-of-custody and security in transporting exams to the exam site, at the exam site and return from the exam site while in transit?
- Who is responsible for scheduling exams for individuals or groups?
- Will pre-registration be required for all exam candidates?
- Are there written procedures for handling and depositing exam fees?
- Does your agency have written policies and procedures to follow to comply with the Americans with Disabilities Act? What kinds of special accommodations may be made and what are the requirements for accommodation?
- Do you issue advance written instructions for candidates which include such information as a schedule of where and when the exam will be given, type of exam (written/oral, multiple choice, true/false, or practical), the passing score, procedures for exam result notification and certification issuance, re-testing process fol-

lowing exam failure, what materials may be brought to the exam site, what materials and items are prohibited at the exam site, expected and prohibited behavior at the exam site, allowable accommodations and the method to request accommodations for disabled or impaired candidates, and procedures, if any, to challenge an exam item?

- Who may proctor an exam and what are the minimum proctor qualifications?
- Do you have written procedures for positive identification of all exam candidates?
- What types of documents are acceptable for positive identification of candidates?
- Does your state, tribe or territory have written procedures for handling instances of cheating or disruptive behavior?
- Does your state, tribe or territory have written procedures for grading exam answers sheets and how to handle answer sheets once they are graded?
- How are candidates notified of their exam scores, whether they passed, and what steps to take next?
- When will successful candidates be issued the actual certification document?
- Does your state, tribe or territory have written procedures to follow when a candidate fails an exam including how such a candidate must apply to retake the exam, any waiting period before the candidate may retake an exam, any maximum number of failures per candidate, and what happens when a candidate accrues the maximum number of failures?

SUGGESTED CONTENT FOR A STATE, TRIBAL OR TERRITORIAL EXAM ADMINISTRATION AND SECURITY PROCEDURES MANUAL

Development of an exam administration and security procedures manual should begin with a verification and clear understanding of authority and responsibility for exam administration and exam security. This information should be readily

available in your approved state plan.

The manual should represent standard operating procedures by clearly addressing roles, responsibilities and criteria covering all aspects of exam security and exam administration.

EXAM SECURITY ISSUES

Security and Maintaining Exam Integrity

Pesticide certification exams are considered high stakes exams. Consequently, security is a critical consideration with such exams. Sound, written procedures to ensure security of exams and exam materials are the key to maintaining the integrity of the exam process. Security efforts tend to be expensive and often represent a significant portion of total exam costs.

General Exam Security Precautions

- Theft of pesticide applicator certification exam questions or exam materials can seriously compromise the certification process and lead to significant exam replacement costs. All certification exam materials (exam booklets,

answer sheets, scratch paper and related forms) should be treated as controlled documents.

- Each SLA and/or CES program that has custody of certification exam materials should take precautions to ensure that all exam materials in their custody are kept secure.
- Access to exam materials should be strictly limited to authorized program staff.
- When exam materials are in use by, or being transported by, authorized staff they should be in the appropriate staff person's immediate possession and control. At all other times, including during rest breaks, meal breaks and outside of office hours, exam materials should be stored under lock and key. Access to exam materials

storage keys should be limited to those authorized to use the exam materials.

- Each exam booklet should be assigned a unique serial number which is displayed in a prominent location on the exam booklet. If every exam booklet has a unique number, it is much easier to track the exams using a log book, electronic database or other system to account for all exam booklets and quickly identify any missing exam materials.
- Exam items (questions and answers) should never be discussed with candidates, trainers or others who may affect the integrity of the exam. In particular, exam items should not be shared with trainers if there is concern that trainers may simply teach to the exam questions. There should also be specific procedures for challenging items, but the process should not allow candidates to review the specific items; otherwise, exam security will be compromised.
- The use of multiple or scrambled exam versions at the exam site will help to ensure exam integrity by minimizing opportunities for cheating and copying answers from a candidate seated nearby.
- A program of periodic replacement of exam questions should be developed to minimize use and exposure of any particular exam question.
- Exam materials should be copyrighted and should bear a notice which prohibits copying, reproduction, or the removal from the exam room of any exam materials by unauthorized persons. (A copyright is secured upon creation of the exam materials. Permission from or registration with the U.S. Copyright Office is not required. A copyright notice is recommended and can take the form of “Copyright, [year created] XYZ Department of Agriculture.”)

- Strict chain-of-custody procedures should be employed when transporting exam materials from the office, to exam site, at exam site and return from exam site. All exam materials should be shipped and returned for scoring in sealed envelopes or containers.
- Account for all exam booklets and answer sheets before and after each exam session. Take immediate action if any are found to be missing.
- If exam booklets are to be reused, check the used exam booklets after each examination session for any notations or marks or missing pages. Remove from use any defaced or damaged exam booklets.
- Properly shred and destroy any used, surplus, damaged, or obsolete exams.

Security Procedures in the Office

- Exam materials should be secured in a locked filing cabinet.
- Exam materials should be kept locked except when the exam materials are in use by authorized personnel.
- There should be strict limits on who can access the secured exams.
- Unauthorized copying of exam materials should be strictly prohibited.
- An inventory system for exam materials should be created and used to document the receipt, inventory, handling and storage of exam materials. This will both ensure the security of exams and help to ensure that an adequate supply of exam materials is kept on hand.

Safeguarding Exam Materials at the Exam Site

- Do not copy the exam booklets for any reason. Do not allow anyone but an authorized proctor or exam administrator to have access to the exam booklets and answer key.

- If an exam question requires the candidate to perform a calculation, scratch paper may be used. If no calculations are required, no scratch paper should be used.
- Do not allow candidates to bring any scratch paper into the exam room. This could allow a candidate to bring to the exam cheat sheets or other materials to be used for cheating.
- Do not allow candidates to take any scratch paper from the exam room. This could allow a candidate to steal an exam question or answer or both.
- If scratch paper is to be allowed, the proctor or exam administrator should supply the only authorized scratch paper. One piece of scratch paper per candidate should be sufficient. Candidates should be required to write their name and other identification information on each piece of scratch paper. The proctor or exam administrator should collect all scratch paper from each candidate at the conclusion of the exam.
- The collected scratch paper should be secured for proper disposal. Do not dispose of these materials at the exam site. Such materials should be returned to the office in a secure manner, shredded and properly destroyed.
- All proctors and exam administrators should be reminded to never leave any exam materials unattended whether they are unused, unassigned or not yet assigned to a candidate.
- When exam booklets are distributed, proctors and exam administrators should be instructed to make certain that each candidate receives only one copy of any particular exam and that the exam booklet serial number is recorded on the exam answer sheet. It is easiest to account for the exam materials at the beginning, during and at the end of the exam if a one-on-one system is used to issue the exam materials at the beginning of the exam process and to collect the exam materials at the end of the exam process. Multiple copies of an exam booklet should never be passed down a row of candidates for each candidate to take one copy; it is much too easy for an exam booklet to disappear.
- If an exam booklet is lost, stolen, incomplete or otherwise defective, or defaced in any manner, the pesticide program manager overseeing certification exams should be notified as soon as possible. A detailed incident report should be prepared to describe the incident.
- Ripped, torn, damaged or mutilated exam booklets should never be placed in trash at the exam site. Such materials should be returned to the office in a secure manner, shredded and properly destroyed.
- Candidates should not be allowed to leave the exam room for any reason once the exam has begun. If candidates were allowed to leave the room during the exam for bathroom breaks or other reasons, good exam security would be compromised since this practice would introduce opportunities for cheating or theft of exam item information. It would also increase the number of staff necessary to administer the exam since, if a candidate were allowed to leave the exam room during an exam and return, good exam security would require each such candidate to be accompanied by a proctor or exam administrator. Even then, good exam security would be very difficult to maintain.

Challenging an Exam Item

- The process of challenging an exam item should allow a candidate a means to voice concern that a question may be confusing or improperly stated or that the choice of answers yields no correct answer or more than one correct answer. Challenging an exam

item should not be a means for a candidate to gain any information about an exam item, including correct or incorrect answers. Exam security would be compromised if this type of information were made available to any candidate.

- Written procedures and forms should be developed for candidates to use to challenge an exam item, as well as for the appropriate pesticide program staff to review the challenge.
- To protect the integrity and security of the exam, do not provide the candidate with any information concerning the

correctness of the candidate's answer to any exam item or how performance on any particular item affected the candidate's final score.

- The pesticide program staff's review of the challenged item should be final and not subject to further review. Since exam items have been thoroughly reviewed before being used in an exam, the review of the challenge is simply one further level of review.
- The rationale for the decision in any challenge should remain confidential and not be shared with the candidate making the challenge.

GENERAL EXAM ADMINISTRATION ISSUES

Personnel Requirements

Each state, tribe or territory should identify the number of staff required to adequately prepare for the exam and to successfully support administration of the exam itself. The number of staff will likely vary by the number of candidates to be examined and the number of different exams to be conducted on exam day. The appropriate candidate to proctor/exam administrator ratio should allow for appropriate monitoring and exam candidate interaction.

Proctor/Exam Administrator Qualifications

At least one qualified proctor or exam administrator should be required to be present during the entire conduct of any exam. A proctor/exam administrator may become qualified by becoming familiar with and following all exam security and exam administration policies and procedures, and by being employed in specific positions within the pesticide program conducting the exams. This may, for example, include employees holding specific positions in the SLA and/or CES. Generally, no other individuals or organizations should have the authority to proctor pesticide applicator certifi-

cation examinations. (An exception may be made for remote testing with on-line exams conducted under contract or agreement with the SLA.)

Proctor/Exam Administrator Responsibilities

The rules of conduct and responsibilities should be clearly identified in written procedures for the proctor/exam administrator. Procedures should include conduct and responsibilities before the exam, during the exam, and at the conclusion of the exam.

Exam Fees

If exam fees are charged, procedures should be developed for collecting and handling exam fees. Determine in advance the acceptable forms of payment (cash, check, money order or credit or debit card, etc.). Procedures for handling and depositing all exam fees should require routine audits.

Exam Retakes

If your state, tribe or territory limits the frequency of retaking exams, limits the number of times a candidate may retake an exam within a specific period of time or establishes a waiting period between exam retakes, procedures should be developed to capture this

information and facilitate enforcement of such policies. Limiting the frequency of exam retakes may limit opportunities to memorize exam items.

Assisting Special Needs Candidates

- Determine the policies and procedures necessary for your pesticide exam program to comply with the Americans with Disabilities Act (ADA).
- Candidates who request accommodation under the ADA should be required to notify the pesticide exam program far enough in advance of the scheduled exam that the need for accommodation can be verified and any necessary accommodation can be adequately planned for and appropriately made. Additional staff may be required on exam day to provide authorized accommodations to exam candidates. If a signer is required for a hearing impaired candidate, the services may need to be scheduled in advance.
- Determine the types of special accommodations that may be made and the requirements for accommodation. For example, if a candidate requests accommodation for a condition such as dyslexia, what type of supporting documentation will be required and will additional time be allowed to complete an exam? Will large print exams be provided for visually impaired candidates or will such candidates be allowed to use magnification devices? Are exam sites handicapped accessible? (See *Appendix C* for additional information.)

Permitted/Prohibited Items

To protect the security of the exam and to facilitate administration, each state, tribe and territory should carefully consider what items a candidate may bring to the exam room and what items will be prohibited in the exam room, and develop appropriate proce-

dures and guidelines. It may be easier to only allow specific items to be brought into the exam room by a candidate and then supply the candidate with all other items needed during the exam.

- Materials and items prohibited from the exam site should include review notes or other study or training materials in any format or media, backpacks, briefcases, tote bags or any type of luggage.
- Prohibited materials should also include any type of writing pad, loose leaf binder, notebook, or other source of scratch paper. If the use of scratch paper is permitted during an exam session, it should be provided by the proctor or exam administrator. Candidates should be required to record their name and other identification information on the scratch paper. To protect the integrity of the exam, all scratch paper, including unused scratch paper, must be returned to the proctor/exam administrator at the conclusion of the exam.
- If an exam item requires a calculation, will calculators be permitted? If so, procedures should specify what types of calculators are acceptable. Printing calculators should be prohibited. The presence of unauthorized scratch paper (the roll of printer paper) would make it possible for notes to be brought into the exam session on the printer paper as well as for information on exam items to be removed from the exam room on the printer paper. If calculators are permitted, they should be restricted to non-printing, battery or solar powered electronic calculators that are not capable of storing or transmitting text information.
- All other electronic devices should be prohibited from use at any time in the exam room. This should include computers, any type of personal digital assistant (palm pilot) or wireless e-mail device, programmable watches, clocks, cameras, radios, recording devices, hand-held computers, headphones,

headsets and any other electronic devices capable of sending, receiving or storing information or communicating with others during the exam. Ideally, such devices should not be allowed into the exam room. All pagers, cell phones and other communication devices should also be prohibited in the exam room. The ability to send or receive text messages or photographs is a common feature on many cell phones. If you choose to allow such devices to be brought into the exam room, they should be turned off and not be used at any time within the exam room or during bathroom breaks, if bathroom breaks are allowed.

- Possession or use of any prohibited materials or items in the exam room should result in the immediate disqualification of the candidate, failure of the examination and dismissal from the exam room.

Candidates Who Arrive Late for an Exam

Determine in advance if a candidate who arrives late to take an exam may be accommodated without disrupting the exam administration process or having a negative impact on candidates who arrived on time. Develop appropriate policies and procedures for proctors/exam administrators to follow. A reasonable policy would be to refuse entrance to the exam room for any candidate arriving after a specific time such as ten minutes after the scheduled time for candidates to report for the exam, or after a proctor/exam administrator begins the process of instructing candidates. If a candidate is refused entry for arriving late, any exam fees already paid may be forfeited.

Disqualification of Candidates

The circumstances which will result in the disqualification of a candidate and the procedures for disqualifying a candidate should be carefully considered since the impact

on a candidate is significant. The consequences of disqualification include termination of the exam and dismissal from the exam room.

- Policies and procedures should be developed to guide proctors and exam administrators in handling instances that may result in the disqualification of an exam candidate at the exam site.
- Activities that should appropriately result in disqualification include cheating or any form of giving or receiving of unauthorized exam assistance; disruptive behavior; failure to comply with any exam instructions or requirements; leaving the exam room prior to the conclusion of the candidate's exam; leaving the exam room at the conclusion of the exam without following required check-out procedures; possession in the exam room of any unauthorized information, materials or devices; or the theft or attempted theft of any exam materials including any information concerning an exam item.
- Proctors/exam administrators should be instructed to confront any candidate involved, to inform the candidate that his or her exam session has concluded, to immediately collect all exam materials from any such candidate, to note the identity of any candidate involved and to dismiss the candidate from the exam room.
- A disqualified candidate should be deemed to have failed the exam and any exam fees forfeited.
- Instructions for proctors/exam administrators should specify who should be notified and how the notification should be made in event of disqualification of a candidate.
- Determine whether and under what circumstances a disqualified candidate may become eligible to retake the exam.

Handling Emergency Situations

Although it is not possible to plan for all unexpected events, a proctor/exam administrator should be prepared to handle many different unexpected events which may impact the conduct of exams. For example, the proctor/exam administrator should have written procedures for handling situations that require a response to unexpected events such as a power outage or other emergency disruption of the exam process. A key goal is to protect the integrity of the exams.

- If an exam must be discontinued for all candidates due to a power failure, fire or similar event, candidates should be instructed to immediately leave the exam room and to leave behind all exam materials.
- If illness prevents a candidate from completing an exam, or if the candidate chooses not to complete the exam for any other reason, the candidate's exam is concluded. If the candidate wishes the exam to be scored based on completed answers, the candidate must follow required check out procedures to verify identity and ensure that all exam materials, including scratch paper, are returned.
- If a candidate discovers during the exam that his or her exam booklet is damaged, spoiled, illegible or incomplete, the candidate should immediately notify a proctor or exam administrator who may exchange the exam booklet for a complete one. If the exam booklet is incomplete, the proctor or exam administrator should attempt to determine if the candidate is responsible for any missing pages. (A sufficient number of extra exam materials should be brought to the exam site to accommodate such emergencies.)

Grading the Exam Answer Sheet

When exams are graded, the exam results should be treated as information

which is not publicly available to anyone other than the candidate. Exam answer sheets should ideally be kept for a limited time period and then destroyed. While the answers to specific exam questions should never be shared with a candidate, a state, tribe or territory may want to assist unsuccessful candidates by indicating the subject areas (based on the exam blueprint) where the candidate needs to improve.

- If on-site grading of exams is permitted, they should be scored by staff other than the proctors/exam administrators responsible for the conduct of the exams so that the proctors/exam administrators can devote full attention to the conduct of the exams.
- If exams are scored at the exam site, ensure that the appropriate answer key is provided for each exam form in use and that the correct key is used to grade each exam.
- If answer sheets are scored by hand, it may be useful to place a check mark next to each incorrect answer along with the letter or number representing the correct answer.
- The answer sheet should include a place to calculate and record the final grade.
- If exams are graded away from the exam site, appropriate procedures should be developed to maintain the security and integrity of the answer sheets and to provide a standard method and process for scoring answer sheets.
- Once the answer sheets are graded, appropriate procedures should address who receives or retains the original answer sheet; how the original answer sheet is securely transmitted to the final repository or how the original answer sheet is shredded and destroyed; how information on final scores is stored; if copies of the answer sheet must be made, who receives or retains the copies and how the copies are transmitted; and, required time frames for transmitting the answer sheet at each step in the procedures.

Notification of Successful Candidates and Issuing the Certification

Procedures for the lead agency to follow with successful candidates should include:

- The time frame for scoring the exam and notifying candidates of their respective scores. For example, all candidates will be sent their exam results by first class mail within ten business days following the exam date.
- The process and time frame for the State Lead Agency to notify successful candidates and to issue the certification documents.
- If your state, tribe or territory issues an applicator certification or a temporary certificate at the exam site to those who pass the exam, step-by-step procedures should be developed for proctors/exam administrators to follow at the

exam site to complete and issue the certificate.

When a Candidate Fails an Exam

Procedures for the lead agency to follow when a candidate fails an exam should address several issues:

- The time frame and the method of notifying an unsuccessful candidate of failure to pass an exam.
- The notice of failure should advise the unsuccessful candidate of the procedures for retaking an exam.
- If there is a waiting period before an unsuccessful candidate may retake an exam, or if there is a maximum number of times a candidate can take and fail an exam within a specific period of time, appropriate information should be included in the notice to the unsuccessful candidate.

PROCEDURES PRIOR TO THE EXAM

Unless prohibited by your state, tribe or territory laws or regulations, pre-registration for exams, pre-qualification of candidates, and pre-payment of exam fees should be required. This will minimize the administrative burden on staff, help to streamline procedures at the exam site, and allow for better planning and scheduling of exams.

Pre-registration and Pre-qualification

A process of pre-registration and pre-qualification for all candidates is recommended and has the following advantages:

- Exam planning is facilitated since you will know in advance of the exam session who is coming and how many of each type of exam are needed.
- Candidates can be pre-screened for qualification to sit for the exam. Unqualified candidates will not be admitted to the exam room.

- Qualified candidates can be issued an exam admission document so that only those bearing a valid exam admission document are allowed to enter the exam room.
- The exam admission document can identify the specific date, time and location for each exam.
- Fees can be collected, and checks can clear, prior to the exam session. The exam admission document may be used as a receipt for payment of required fees.
- Space needs at the exam site and the number of staff persons necessary to proctor or administer the exam can be easily determined in advance.

Scheduling Exams

- When an exam is scheduled for a pre-registered candidate, a confirmation notice to the candidate should use a unique confirmation

number (which may be keyed to that candidate) and should provide the candidate with information on the date and time of the scheduled exam(s), the exam(s) for which the candidate has registered and the location of the exam site. The confirmation notice may also be used to instruct the candidate on positive identification requirements to verify the identity of the candidate (to prevent another person from taking the exam for the applicant) and, if necessary, to confirm that the candidate meets minimum age requirements. Additional information which should be provided to the exam candidate prior to the exam is discussed in the *Exam Candidate Bulletin* section.

- If an exam is being given as a part of a training or educational program, the sponsor of the program should be responsible for ensuring that all candidates are properly pre-registered.
- Information on scheduled exams and pre-registered candidates should be used to prepare a roster of all registered candidates that indicates the exam(s) each candidate is scheduled to take on exam day. The roster will facilitate exam administration at the exam session and will help to ensure that an appropriate supply of the necessary exams is brought to the exam site on exam day.

THE EXAM CANDIDATE BULLETIN

The purpose of an Exam Candidate Bulletin is to provide each candidate with general information and instructions concerning the exam. An Exam Candidate Bulletin should be provided to each registered exam candidate prior to the exam date. A Sample Exam Candidate Bulletin is in Appendix A. The Exam Candidate Bulletin should include the following information:

Information About the Exam

This section of the Exam Candidate Bulletin includes information the candidate should be provided concerning the exam itself:

- The date, time and location of each exam for which the candidate has registered if not already provided to the candidate.
- A statement that the exam is copyrighted and may not be used or reproduced in any manner without the express written permission of the copyright holder, that the exam booklets and answer sheets may not be removed from the exam room and that theft of exam materials will be prosecuted to the fullest extent possible.
- Details concerning the exam format such as whether it is written or oral, open or closed-book, multiple choice, true/false, or practical; the number of questions on the exam; the amount of time available to complete the exam; whether the exam is available in any language other than English; and the minimum passing score.
- Clear and concise candidate instructions on how to take the exam and how to complete answer sheets or other forms. For example, if scanable or bubble sheets are used, the candidate should be instructed how to properly indicate the answer for each question so that the answer may be properly scanned.
- Candidates are not permitted to seek help from a proctor/exam administrator to interpret an exam question. A proctor/exam administrator will not provide this type of assistance. A candidate may, however, take advantage of established procedures to challenge a question.
- A description of the required check-out procedures the candidate must follow when the exam is completed.

For example, candidates should remain seated until they complete their examinations. When the exam is completed, the candidate should raise a hand and wait for a proctor/exam administrator to collect all exam materials, return the candidate's photo identification document and dismiss the candidate from the exam room. The candidate must promptly exit the exam room when directed to leave. Leaving the exam room without following check-out procedures will result in disqualification of the candidate, termination of the exam and dismissal from the exam room. (See *Check-out Procedures at the Conclusion of the Exam.*)

- Candidates should come to the exam room prepared to remain until the conclusion of the exam. If a candidate leaves the exam room during the exam for any reason (for example, to eat, drink or smoke) the candidate's exam will be concluded and all exam materials must be returned before leaving the exam room following required exam check-out procedures. (If a candidate is scheduled to take more than one exam, the candidate may be allowed to leave the exam room between exams.)

Being Prepared for the Exam

This section of the Exam Candidate Bulletin provides the candidate with information on how to arrive properly prepared to sit for the exam:

- Candidates must arrive on time. Any candidate arriving late will be refused entrance to the exam room and any exam fees will be forfeited.
- Facilities or accommodations for disabled exam candidates should be described along with a description of allowable special accommodations and the procedure to request special accommodations. All special accommodations requests must be made and approved prior to exam day.

- A description of the type(s) of positive identification/photo identification document that each candidate must bring to the exam site. (See *Positive Identification of Candidates.*)
- A description of materials which a candidate must bring to the exam session. For example, if the candidate is required to supply the writing instruments, the number and type should be specified (e.g., two No. 2 pencils).
- If an exam requires mathematical calculations and the candidate is permitted to bring into the exam room an electronic calculator, the types of permissible calculators should be described. For example, a non-printing, battery or solar powered, electronic calculator may be permitted.
- A list of materials and items prohibited from the exam room and a warning that possession or use of any of these materials or items in the exam room will result in the immediate disqualification of the candidate, failure of the examination and dismissal from the exam room. (See *Permitted/Prohibited Items.*)
- A separate notice that prohibited materials include any type of writing pad, loose leaf binder, notebook, or other source of scratch paper. If the use of scratch paper is permitted during an exam session, it will be provided by the proctor or exam administrator. Candidates will be required to record their name and other identification information on the scratch paper. All scratch paper, including unused scratch paper, must be returned to the proctor/exam administrator at the conclusion of the exam.
- Candidates should be advised that neither the pesticide program nor the proctors/exam administrators will be responsible for the loss or damage of any personal property and that prohibited items should

be left at the candidate's home, hotel room, vehicle, or other location, as appropriate.

- A description of appropriate behavior including following all instructions given by an exam proctor/administrator and not talking with other candidates while the exam is in progress. Failure to comply with any exam instructions or requirements, or giving or receiving exam assistance will result in disqualification of the candidate, termination of the exam and dismissal from the exam room.
- Additional advice to candidates may be included such as, "Do not share the content of any exam with others; this lowers the value of your certification. Do not cheat or use cheat sheets that teach to the exam; this does not help you learn the information needed to become a competent applicator. Discourage others from cheating and report to the pesticide program any instances of cheating or teaching to the exam; this protects the value of your certification."

What Happens After the Exam

This section of the *Exam Candidate Bulletin* should include information

on scoring the exam, how successful candidates will receive the certification document, and how unsuccessful candidates can apply to retake the exam:

- The time frame for scoring the exam and notifying candidates of their respective scores. For example, all candidates will be sent their exam results by first class mail within ten business days following the exam date.
- For successful candidates, the process and time frame for the State Lead Agency to issue the certification documents, as well as any additional steps the candidate may need to take.
- For unsuccessful candidates, the policy and procedures for retaking an exam, including information on any limits on the number of exam failures or waiting period between exams.

How to Get More Information

The *Exam Candidate Bulletin* should include the name and telephone number or other contact information for the person a candidate should contact with questions or for further information.

PROCEDURES AT THE EXAM SITE

The procedures to be followed at the exam site represent guidelines for each proctor/exam administrator to follow to properly administer the exam.

Exam Room Environment

- The exam room should have an adequate number of chairs and desks or tables for registered candidates. Consider appropriate seating arrangement of candidates and available furniture to facilitate exam administration and to minimize opportunities for cheating.
- Heat, light and ventilation should be adjusted as necessary to create

a comfortable exam room environment. Any distractions which may interfere with the exam session should be eliminated.

- Determine what other events in the vicinity of the exam site may interfere with conducting the exam, particularly if the exam is given on a weekend, and take appropriate steps to minimize any impact on the exam.
- Determine how best to accommodate candidates with physical disabilities.

Physical Security

- Security concerns arising out of the events of 9/11 may prompt proctors/exam administrators to prohibit personal belongings including backpacks, briefcases, lunch bags, and similar items from being stored in the exam room whether in aisles, around the perimeter of the room or under candidate's desk or table space. Building security concerns may result in any unattended items left outside the exam room being removed and disposed of by security staff.
- Items such as exam admission documents, photo identification document and writing instruments which are allowed in the exam room should be on display on the desk or table where the candidate is seated. Exam administrators may want to take additional security steps such as requiring candidates to carry such materials in a clear plastic bag of up to one gallon in size. Candidates who insert or remove items from their pockets or clothing may risk disqualification for cheating.

Proctor/Exam Administrator Responsibilities before The Exam Begins

Appropriate responsibilities for the proctor/exam administrator before the exam begins include:

- Proctors/exam administrators and any support staff should arrive at the exam site at least 30–60 minutes prior to the time candidates have been directed to report.
- Bring to the exam session the previously prepared roster of all registered candidates which indicates which exam(s) each candidate is scheduled to take. Use the exam registration roster to ensure that each candidate receives the proper exam. The roster may also be used

as a checklist to help verify which exams have been distributed and which exams must be returned.

- If writing instruments are supplied, the proctors or exam administrators should have an adequate supply for scheduled candidates.
- Write important notices and reminders for candidates on a blackboard or poster.
- Prepare all necessary exam materials for distribution.
- Control access to the exam room. No persons other than exam candidates, who possess a valid exam admission document, and exam proctoring and administration personnel should be admitted to the exam room or be allowed to be present in the exam room during the conduct or administration of an exam.
- Do not allow prohibited materials to be brought into the exam room or allow exam materials to be removed from the exam room.
- Use the procedures described under *Positive Identification of Candidates* to positively identify each candidate. Retain each candidate's photo identification document until the exam materials are turned in at the conclusion of the exam.
- For exam sessions where more than one person is present to sit for an exam in the same type or category, the proctor/exam administrator should ensure that candidates taking the same exam are seated sufficiently far enough apart to eliminate the possibility of copying answers, unless multiple or scrambled versions of the exam are used. In the latter case, candidates seated next to each other should not have the same version of the exam.
- Provide candidates with the *Exam Day Instructions for Candidates* in the following section.

- Prior to issuing an exam booklet to a candidate, a proctor/exam administrator should inspect each exam booklet to verify that it does not contain any extraneous markings or information of any type other than the examination and corresponding instructions. Marked, damaged or incomplete exam booklets should not be issued and should be secured for appropriate destruction.
- Ripped, torn or spoiled exam booklets, as well as used scratch paper, should not be disposed of at the exam site. Such materials should be returned to the office in a secure manner, shredded and properly destroyed.
- Distribute exam materials immediately prior to starting the exam and ensure that the proctors or exam administrators hand the appropriate exam booklet to each candidate individually, one at a time, to minimize opportunities for theft of exams. Do not distribute exams by passing several copies down a row of candidates. Do not allow candidates to pass exam materials to other candidates. This may result in the theft of exam booklets.
- If a candidate is taking more than one exam during the session, distribute the exams one at a time. A completed exam must be turned in before the next exam is distributed. Use the exam roster to keep track of such exams.
- When ready to begin the exam, candidates should be instructed to clear the desk/table tops of all materials other than the exam admission document, photo identification document and writing instruments. All other materials should be prohibited from the exam room. Proctors/exam administrators may choose to review the list and allow candidates to immediately remove any prohibited materials from the exam room. Possession or use of such materials or devices once the exam has

begun should result in immediate disqualification of the candidate, termination of the exam and dismissal from the exam room. (See *Permitted/Prohibited Items*.)

- Start all candidates on their exams at the same time and note the beginning time at the top of the exam roster.

Exam Day Instructions for Candidates

On exam day, candidates should be provided the following information and instructions:

- The exam is copyrighted and may not be used or reproduced in any manner without the express written permission of the copyright holder, that the exam booklets and answer sheets may not be removed from the exam room and that theft of exam materials will be prosecuted to the fullest extent possible.
- A general orientation to the exam including whether it is written or oral; open or closed-book; multiple choice, true/false, or practical; the number of questions on the exam; the amount of time available to complete the exam; and the minimum passing score.
- Clear and concise instructions on how to take the exam and how to complete answer sheets or other forms.
- A reminder that if a candidate leaves the exam room during the exam for any reason (for example, to eat, drink or smoke) the candidate's exam will be concluded and all exam materials must be returned before leaving the exam room following required exam check-out procedures.
- A review of the type(s) of positive identification/photo identification document that each candidate must have in their possession to be able to sit for the exam. Candidates without the required positive identification document will be dismissed from the exam room.

- A reminder of any other materials which candidates may have in their possession in the exam room. Instruct candidates as to what materials or items may or may not be on their desks/tables.
- Possession or use in the exam room of any of the prohibited materials or items described in the Candidate Bulletin will immediately disqualify the candidate and will result in termination of the examination and dismissal from the exam room. Proctors/exam administrators may choose to review the list and allow candidates to immediately remove any prohibited materials from the exam room.
- A statement concerning whether or not scratch paper may be used during the exam session. If scratch paper may be used, it will be provided by the proctor or exam administrator. Candidates will be required to record their name and other identification information on the scratch paper. All scratch paper, including unused scratch paper, must be returned to a proctor/exam administrator at the conclusion of the exam.
- Neither the pesticide program nor the proctors/exam administrators will be responsible for the loss or damage of any personal property brought to the exam room or the exam site.
- A description of appropriate behavior including following all instructions given by an exam proctor/administrator and not talking with other candidates while the exam is in progress. Failure to comply with any exam instructions or requirements, or giving or receiving exam assistance will result in disqualification of the candidate, termination of the exam and dismissal from the exam room.
- A reminder that candidates are not permitted to seek help from a proctor/exam administrator to interpret an exam question, and that a proctor/exam administrator will not provide this type of assistance.
- A description of the required check-out procedures the candidate must follow when the exam is completed. For example, candidates should remain seated until they complete their examinations. When the exam is completed, the candidate should raise a hand and wait for a proctor/exam administrator to collect all exam materials, return the candidate's photo identification document and dismiss the candidate from the exam room. The candidate must promptly exit the exam room when directed to leave. Leaving the exam room without following check-out procedures will result in disqualification of the candidate, termination of the exam and dismissal from the exam room. (See *Check-out Procedures at the Conclusion of the Exam.*)
- Refer candidates to the Exam Candidate Bulletin for details on the time frame for scoring the exam and notifying candidates of their respective scores, the process and time frame for the State Lead Agency to issue the certification documents to successful candidates, and, for unsuccessful candidates, the policy and procedures for retaking an exam, including information on any limits on the number of exam failures or waiting period between exams.
- Print all personal information and other required information on the answer sheets and other forms. If scratch paper is used, each candidate should print the required personal information on each piece of scratch paper.
- Do not open the exam booklet until told to do so.
- Do not rip, tear or mutilate exam booklets, write in or on any exam booklet, or remove an exam booklet or any part of it from the exam room.

Sample *Exam Day Instructions for Candidates* may be found in Appendix B.

Positive Identification of Candidates

Prior to receiving any exam materials (exam booklet, answer sheet, etc.) each candidate should be required to temporarily surrender, to the proctor/exam administrator, his or her valid, government-issued, photo identification document. Acceptable photo identification documents include a driver's license (or a non-driver photo identification document issued by a state motor vehicle agency), passport or immigration green card. The driver's license or non-driver photo identification document should be issued by the examining state or, in the case of a reciprocity exam, the home state of the candidate. This is an important security step to positively identify each candidate. In addition, by holding the photo identification document until all exam materials (booklets, answer sheets, etc.) are returned it is easy to identify who may have taken any exam materials not turned in at the end of the exam.

Proctor/Exam Administrator Responsibilities after the Exam Begins

Appropriate responsibilities for the proctor/exam administrator after the exam begins include:

- Check to ensure that no two candidates taking the same exam are sitting close enough to one another to present an opportunity for cheating.
- If a candidate is scheduled to take more than one exam during the session, distribute the exams one at a time. A completed exam and related exam materials must be turned in before the next exam is distributed. Use the exam roster to keep track of such exams.
- Circulate around the room during the exam. Be obvious in watching candidates during the exam to discourage talking or cheating. In

the event a candidate is found to be talking or cheating, follow procedures for disqualification of the candidate, termination of the exam and dismissal from the exam room.

- Confiscate any unauthorized scratch paper and follow procedures for disqualification of the candidate, termination of the exam and dismissal from the exam room.
- Ensure that no study materials or cheat sheets are present or in use. Confiscate any such materials found and follow procedures for disqualification of the candidate, termination of the exam and dismissal from the exam room.
- Ensure that no candidate gives or receives any form of written or oral assistance in selecting or determining answers to exam questions.
- Ensure that candidates do not write their answers in the exam booklet. All marks are to be made on the answer sheet or scratch paper.
- Do not answer candidate questions concerning an exam item or provide any information as to the appropriateness of any answer.
- Do not read an exam item aloud or translate an exam item into another language.
- Do not allow a candidate to leave the exam room without concluding the exam for that candidate and retrieving all exam materials, including scratch paper.
- Do not leave the exam room unattended for any reason.
- Stop the exam once the maximum allowed time has expired. Note the ending time at the top of the exam roster.
- Follow the *Check-out Procedures at the Conclusion of the Exam*.
- Prepare any exam materials which are ripped, torn, damaged or spoiled, as well as all used scratch paper for return to the office in a secure manner to be shredded and properly destroyed. No exam

materials should be discarded in a wastebasket or trash container at the exam site.

Cheating

Any evidence of cheating will automatically disqualify the candidate and will result in the failure of the exam and dismissal from the exam room. If a candidate is to be accused of cheating or removed from the exam room for cheating, the evidence should be clear and convincing and likely to withstand challenge.

Check-out Procedures at the Conclusion of the Exam

When a candidate has finished an exam or at the conclusion of the exam, the candidate must follow established check-out procedures. A candidate must not be allowed to leave the exam room until after all check-out procedures have been completed for his or her exam materials. Since a number of candidates may complete the exam at the same time, secure adequate check-out staff to avoid backlogs. A proctor/exam

administrator must individually check-out each candidate and should:

- Verify that the name on the candidate's answer sheet and any other required form matches the name on the candidate's photo identification document and that the candidate information on exam materials is complete and legible.
- Verify that the answers on the answer sheet are legible.
- Confirm that all exam materials including exam booklet, answer sheet and all scratch paper have been returned.
- Count the exam booklet pages to verify that none are missing.
- If all is in order, return the candidate's photo identification document. This should always be the last step in the process. In the event of problems or missing materials, the proctor/exam administrator will still possess the photo identification document of the offending individual.

SPECIAL CONSIDERATIONS FOR REMOTE TESTING AND ON-LINE EXAMS

Security

Pesticide certification exams are considered high stakes exams. Consequently, security remains a critical consideration with remote testing and on-line exams. Remote testing through the use of on-line exams requires that the exams be delivered in a secure environment with on-site proctors or exam administrators. All of the considerations discussed above apply to remote testing through the use of on-line exams. In addition, good Internet security and password protections are critical.

Exam Item Security

When exam items are loaded on an end user's local area network, access to the exam items must be controlled through appropriate use of user IDs and passwords and encrypted data trans-

portation. When an exam is delivered over the Internet, all exam items should remain encrypted until they are actually displayed to the candidate. The delivery of exam items should use software that eliminates the possibility of making screen prints or otherwise capturing the exam items in any manner.

Recording Exam Results

Candidate responses should be automatically recorded as each exam item is completed. If the system crashes or the exam must otherwise be restarted, the candidate should be able to pick up the exam where it was interrupted. If the final results of the exam are transmitted over the Internet, similar security steps must be taken to maintain the integrity of the exam.

SPECIAL THANKS

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HOW TO IMPROVE THIS MANUAL

CTAG welcomes your comments and suggestions. If your exam procedures vary significantly from these recommendations, if you would like to recommend additional procedures, or if

your circumstances make one or more recommendation difficult or impossible, please send a note to Michelle DeVaux at devaux.michelle@epa.gov so we can continue to improve this manual.

Notes

APPENDIX A:

SAMPLE EXAM CANDIDATE BULLETIN

Note: Each State, Tribe or Territory may use this Sample Exam Candidate Bulletin as a template for producing its own Bulletin. Underlined material should be changed, as necessary, based on your specific requirements.

PURPOSE

The purpose of this Exam Candidate Bulletin is to provide each candidate, in advance of the exam, with general information and instructions concerning the exam.

INFORMATION ABOUT THE EXAM

Your Exam(s)

You are scheduled to take the following exam(s):

Core Exam

Ornamental and Turf
Category Exam

Your exam date is:
9:00 a.m. on Saturday,
October 16, 2004

Your exam location is:
City Library, Room 201,
175 Main Street, Crystal City, VA

(This section may be omitted if the candidate has already been given information on the exam or exams for which the candidate has registered, as well as the time, date and location of the exam or exams.)

Exam Security

Each of our pesticide applicator certification exams is copyrighted and may not be used or reproduced in any

manner without the expressed written permission of the Commissioner of the State Department of Agriculture.

You may not keep any exam materials after the exam. No exam booklets, answer sheets or other exam materials may be removed from the exam room. We will prosecute the theft of exam materials to the fullest extent possible.

Recording Your Answers

The answer sheet for each exam is machine readable. You must use a Number 2 pencil to completely fill in the circle corresponding to your selection as the answer for each question. More detailed instructions for completing the answer sheet will be given to you on exam day.

Passing Score

Each exam for which you are registered will be a written, closed-book exam. Each exam will consist of ninety (90) multiple choice questions and you will have up to two (2) hours to complete each exam. The minimum passing

score is 75%. To achieve the minimum passing score you must correctly answer at least 68 questions on each exam.

If you are registered to take the

core exam and one or more category or private applicator exams, you must pass the core exam before we will score other exams.

TAKING THE EXAM

Arrive On Time

You must arrive on time. If you arrive after the exam proctor begins giving the instructions to candidates you will not be admitted to the exam room.

You should come to the exam room prepared to remain until the conclusion of the exam. If you leave the exam room during the exam for any reason (for example, to eat, drink or smoke) your exam will be concluded and all exam materials must be returned. Before leaving the exam room you must follow the required exam check-out procedures which are described later in this Bulletin. (If you are scheduled to take more than one exam, you may be allowed to leave the exam room between exams.)

Special Accommodations

The exam site is handicapped accessible. If you feel you need special accommodations pursuant to the Americans With Disabilities Act, you must document and submit your request in writing so that it is received by the Commissioner of the State Department of Agriculture not less than twenty-one (21) days prior to the date of your exam. We will notify you before exam day if your request is approved or disapproved.

Items You Must Bring to the Exam

Prior to receiving any exam materials (exam booklet, answer sheet, scratch paper, etc.) you will be required to bring to the exam and to temporarily surrender to an exam proctor your valid, government issued, photo identification document. Acceptable photo identification documents include a driver's license (or a non-driver photo identification document), passport or immigration green card. The driver's

license or non-driver photo identification document must be issued by our State Department of Motor Vehicles or, in the case of a reciprocity exam, by the Department of Motor Vehicles in your state of residence. Your photo identification document will be returned to you at the end of the exam after you have completed the required check-out procedures.

You must also bring to the exam at least two Number 2 pencils.

Items You May Not Bring to the Exam

Do not bring any of the following items to the exam:

- Any books, study or training materials, or review notes.
- Any type of writing pad, loose leaf binder, notebook, or other source of paper. (If the use of scratch paper is allowed during an exam session, it will be provided by an exam proctor.)
- A calculator or any type of electronic device (computer, personal digital assistant or PDA, camera, radio, recording device) or any device capable of sending, receiving or storing information or communicating with others.
- Any pager, cell phone and other communication device.

Possession or use of any of these items in the exam room will result in your immediate disqualification, failure of your exam and dismissal from the exam room.

Neither the pesticide program nor any exam proctor will be responsible for the loss or damage of any personal property. Prohibited items should be left at your home, hotel room, vehicle, or other location, as appropriate.

Instructions Given by an Exam Proctor

You are expected to follow all instructions given by an exam proctor. Failure to comply with any exam instructions or requirements may result in your disqualification, failure of your exam and dismissal from the exam room.

Cheating

Do not talk with other candidates while the exam is in progress or give or receive any type of exam assistance. Any evidence of cheating will result in your immediate disqualification, failure of your exam and dismissal from the exam room.

You may not seek help from an exam proctor to interpret an exam question. An exam proctor will not provide this type of assistance.

Challenging an Exam Question

All exam questions have been professionally prepared and reviewed. If, however, you wish to challenge an exam question, you should contact the Commissioner of the State Department of Agriculture and ask for an Application to Challenge a Pesticide Applicator Exam Question. You will not be allowed to review your exam to prepare a challenge to an exam question.

REQUIRED CHECK-OUT PROCEDURES

You must remain seated until you complete your exam. When you complete your exam, you should raise a hand and wait for an exam proctor to collect all of your exam materials, return your photo identification document and dismiss you from the exam room. You must promptly exit the exam room when directed to leave. Leaving the exam room without

following these check-out procedures will result in your disqualification and termination of the exam. You will not be allowed to re-enter the exam room. If you leave the exam room with any exam materials, including scratch paper, we will prosecute the theft to the fullest extent possible.

WHAT HAPPENS AFTER THE EXAM?

Your Exam Score(s)

You will be notified of your score on each exam by first class mail within ten (10) business days following your exam date.

If You Pass Your Exam(s)

(Describe the process and time frame for the State Lead Agency to issue certification documents to a successful

candidate, as well as any additional steps the candidate may need to take to become certified.)

If You Fail Your Exam(s)

(Describe the policy and procedures for retaking an exam, including information on any limits on the number of exam failures or any waiting period between exams.)

HOW TO GET MORE INFORMATION

If you have any questions regarding the exam process, please contact (Name

of Contact) at (Telephone Number) during normal business hours.

FINAL ADVICE

Do not share the content of any exam with others; this lowers the value of your certification. Do not cheat or use cheat sheets that teach to the exam; this does not help you learn the information needed to become a competent applicator. Discourage others from cheating and report to the Commissioner of the State Department of Agriculture any instances of cheating or teaching to the exam; this protects the value of your certification.

APPENDIX B:

SAMPLE EXAM DAY INSTRUCTIONS FOR CANDIDATES

Note: Each State, Tribe or Territory may use these Sample Exam Day Instructions for Candidates as a template for producing its own Exam Day Instructions. These Sample Instructions are a companion to the Sample Exam Candidate Bulletin. The text may be changed based on the specific requirements of the state, tribe or territory. Underlined material should be changed, as necessary, based on your specific requirements.

Important information and instructions need to be conveyed to all candidates at the exam site before the exam begins. The following material is a guide for exam proctors to use to convey the information and instructions to candidates:

Instructions From Exam Proctors

You must follow these instructions and all other instructions given by an exam proctor. Failure to comply with any exam instructions or requirements may result in your disqualification, termination of your exam and dismissal from the exam room.

Positive Identification

To be eligible to take your scheduled exam(s) you must have with you a valid, government issued, photo identification document. Acceptable photo identification documents include a driver's license (or a non-driver photo identification document), passport or

immigration green card. The driver's license or non-driver photo identification document must be issued by our State Department of Motor Vehicles or, if you are taking a reciprocity exam, by the Department of Motor Vehicles in your state of residence. Prior to receiving any exam materials (exam booklet, answer sheet, scratch paper, etc.) you will be required to temporarily surrender your photo identification to the exam proctor. The exam proctor will inspect your photo identification and your applicator certification documents to verify your identity. Your photo identification document will be returned to you at the end of the exam after you have completed the required check-out procedures which will be described in a moment.

Candidates without the required positive identification document will not be allowed to take any exam and must leave the exam room now.

Items You May Not Have With You in the Exam Room

You may not have any of the following items with you in the exam room:

- Any books, study or training materials, or review notes.
- Any type of writing pad, loose leaf binder, notebook, or other source of paper.

- A calculator or any type of electronic device (computer, personal digital assistant or PDA, camera, radio, recording device) or any device capable of sending, receiving or storing information or communicating with others.
- Any pager, cell phone and other communication device.

If you have any of these items in your possession, please remove them from the exam room now. Otherwise, possession or use of any of these items in the exam room will result in your immediate disqualification, failure of your exam and dismissal from the exam room.

Neither the pesticide program nor any exam proctor will be responsible for the loss or damage of any of your personal property.

Exams Are Copyrighted

Each of our pesticide applicator certification exams is copyrighted and may not be used or reproduced in any manner without the expressed written permission of the Commissioner of the State Department of Agriculture.

You may not keep any exam materials after the exam. No exam booklets, answer sheets or other exam materials, including scratch paper, may be removed from the exam room. We will prosecute the theft of exam materials to the fullest extent possible.

Type of Exam

Each exam for which you are registered will be a written, closed-book exam. Each exam will consist of ninety (90) multiple choice questions and you will have up to two (2) hours to complete each exam. The minimum passing score is 75%. To achieve the minimum passing score you must correctly answer at least 68 questions on each exam.

If you are registered to take the core exam and one or more category or private applicator exams, you must pass the core exam before we will score other exams.

When exam materials are distributed, make certain you receive the correct exam for which you registered.

Scratch Paper

If scratch paper is to be used:

- Scratch paper will be allowed for this exam. One (1) sheet of scratch paper will be distributed by an exam proctor to each candidate. You may not use your own scratch paper

If scratch paper is not to be used:

- No scratch paper may be used for this exam.

You May Not Return If You Leave During An Exam

You should be prepared to remain in the exam room until the conclusion of the exam. If you leave the exam room during the exam for any reason (for example, to eat, drink or smoke) your exam will be concluded and all exam materials must be returned. Before leaving the exam room you must follow the required exam check-out procedures which will be described in a moment. Once you leave, you will not be allowed back into the exam room. (If you are scheduled to take more than one exam, you may be allowed to leave the exam room between exams.)

Cheating

Do not talk with other candidates while the exam is in progress or give or receive any type of exam assistance.

Any evidence of cheating, including giving or receiving information or talking during an exam, will result in your immediate disqualification, failure of your exam and dismissal from the exam room.

You may not seek help from an exam proctor to interpret an exam question. An exam proctor will not provide this type of assistance.

Check-out Procedures

You must remain seated until you complete your exam. When you complete your exam, you should raise a hand and wait for an exam proctor to collect all of your exam materials, return your photo identification document and dismiss you from the exam

room. You must promptly exit the exam room when directed to leave. Leaving the exam room without following these check-out procedures will result in your disqualification and termination of your exam. You will not be allowed to re-enter the exam room. If you leave the exam room with any exam materials, including scratch paper, we will prosecute the theft to the fullest extent possible.

Other Information

Please refer to your Exam Candidate Bulletin for details on the time frame for scoring the exam and notifying candidates of their respective scores; the process and time frame for the Commissioner of the State Department of Agriculture to issue certification documents to successful candidates; and, for unsuccessful candidates, the policy and procedures for retaking an exam.

Distribution of Exam Materials

(Exam materials should not be distributed until after each candidate's identity has been verified and the photo identification document is collected. Exam booklets, answer sheets and scratch paper, if used, should be personally distributed, one at a time, to

each candidate and should not be passed down a row of candidates.)

Do not open the exam booklet until you are told to do so.

Do not rip, tear or mutilate any exam booklet, write in or on any exam booklet, or remove any exam booklet, answer sheet or scratch paper, or any part of any exam materials from the exam room. We will prosecute the theft of exam materials to the fullest extent possible.

Recording Your Answers

Give candidates clear and concise instructions on how to properly complete the answer sheet or other forms. For example:

Record your name and certification identification number at the top of the answer sheet for each exam. The answer sheet is machine readable. You must use a Number 2 pencil to completely fill in the circle corresponding to your selection as the answer for each question.

Print all personal information and other required information on the answer sheets and other forms. If scratch paper is used, you must print your name and certification identification number at the top of each piece of scratch paper.

APPENDIX C:

ACCOMMODATING PERSONS WITH VISUAL IMPAIRMENTS IN FEDERALLY ASSISTED STATE TRAINING AND CERTIFICATION PROGRAMS FOR PESTICIDE APPLICATION

Is there a federal standard with regard to accommodating persons with disabilities, including those with visual impairments?

Yes. The Rehabilitation Act of 1973 (Rehab Act), EPA's regulations implementing the act, and related case law require that persons with disabilities, who are otherwise qualified, not be excluded from federally assisted state programs pesticide application training and certification programs if they can perform the essential functions of the training and certification examinations with reasonable accommodation of their disabilities.

What is accommodation?

The adjustment or assistance with which a qualified person with a disability can perform the essential functions of a program. The nature of the accommodation should be determined by means of an interactive process between the program and the person with a disability.

What is reasonable accommodation?

One that does not impose an undue hardship. Since most accommodations are not expensive, however, mere cost usually will not constitute undue hardship. EPA is implementing regulations set forth factors to consider in determining hardship.

What if a person cannot safely participate in training or testing safely even with accommodation?

The person must be able to perform the essential functions of the training and testing. When application of toxic substances is involved in a particular certification program, safety does become a consideration. It is an essential function of participation in the training and testing that the person be able to apply the substances safely. The Rehab Act does not require a state to permit persons to participate in a certification program when their participation would pose a danger to themselves or to others.

What if it does not appear that a person with a disability will be able to work as an applicator, even if they can complete a certification program with accommodation?

Whether such a person will be able to work as a pesticide applicator, even with accommodation, is a live question. But it is a separate matter from whether accommodation can be provided to enable the person to participate in a certification program, and legally may not enter into this determination.

Where can I obtain information on accommodation of visual impairments?

There are many available options,

depending on whether a person's visual impairment is partial or complete, whether print magnification or adjustment of lighting or glare is helpful, whether a person will benefit from different optical devices, whether a reader or scribe is necessary, etc. An excellent source of more detailed information on this subject is the Job Accommodation Network (JAN) web site at a service of the Office of Disability Employment Policy of the United States Department of Labor. JAN's "Work-site Accommodation Ideas for Individuals with Vision Impairments" can accessed directly at <http://www.jan.wvu.edu/media/Sight.html>. Questions may be directed to EPA's Persons with Disabilities Employment Program Manager at (202) 564-7284.