 Council on Licensing, Enforcement and Regulation

DENVER

2009 Annual Conference
September 10 - 12


**Test Administration:
Sharing Best Practices**

Presenters:
Christine R. Buckley, Canadian Nurses Association
Rachel Buttle, Assessment Strategies
John Shultz, Professional Examination Service
Charles Mayenga, Assessment Strategies (Moderator)

Promoting Regulatory Excellence

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Overview

- Contextual Background
- Test Administration – Sharing Best Practices
- Questions and Answers
- Contact Information


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**Test Administrations in a
Global Context**




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Test Administrations in the Second Largest Country in the World




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Role of Partnerships in Test Administration


An Example

ASI

Candidates  CNA

Jurisdictions

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Best Practices

- Paper and Pencil Testing Standards
- Test Security
- Selection Process and key skills for Chief Examiners and Proctors\Invigilators
- Training Program
- Consistency in Test Conditions
- Handling and Reporting Irregularities
 - Be prepared for when things go wrong
 - Other Challenges with Test Administrations


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Paper and Pencil Testing Standards



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Paper and Pencil Testing Standards

- Develop reasonable standards for each examination being delivered.
- Communicate the standards to your testing staff **and your candidates**.


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Examination Security



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Examination Security

- Protect the integrity of the exam before, during and after the administration.
- Have an adequate proctor ratio to protect against cheating.
- Use additional security when necessary.

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The Selection of Chief Examiners and Proctors\Invigilators



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The Selection and Training of Chief Examiners and Proctors\Invigilators

- Experience in conducting P&P Administrations
- Completion of a criminal back ground check
- No conflict of interest
- Ensure that they sign a security agreement
- Provide a training program (face-to-face, online, manual, certification program, etc)
- Make sure they understand the policies and procedures related to your program re: test security procedures, standardized testing environment, etc

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Key Skills of Chief Examiners and Proctors\Invigilators

- Good communication skills
- Calm personality
- Conflict resolution skills/common sense
- Attention to detail
- Good organizational skills
- Experience of working in a team environment
- Experience of working to set procedures
- Assertiveness
- Ability to maintain confidentiality at all times
- Integrity


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Training Program for Chief Examiners and Proctors\Invigilators



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Key Responsibilities

- Security measures throughout all processes
- Receipt and reconciliation of exam materials
- Administration of the exam
- Completion of necessary documentation
- Return of the exam materials

Both Chief Examiners and Invigilators play a **key role** in maintaining the integrity and security of the exam from the time exam materials are received until they are returned to the test sponsor.

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Role Play During Face to Face Training



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Online Training Course




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Online Training Course




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Other Training Possibilities

- Power Point
- Video or Teleconference
- Manuals
- Certification for Chief Examiner/Invigilator


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Consistency in Testing Conditions



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Consistency in Testing Conditions

- Do not depend solely on the venue staff to ensure your standards are met.
- Use the same venue from administration to administration, if previous experience was positive


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Handling and Reporting Irregularities: Be Prepared for When Things go Wrong




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Be Prepared When things Go Wrong

- Cover policies and procedures for handling disruptions and emergencies in your training program.
- Obtain irregularity reports from your testing staff and your candidates.
- Work with existing staff to correct irregularities from one administration to the next unless the incident is serious.

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Other Challenges with Test Administrations

Examples:

- Financial
- Logistic Aspects
- Legal Aspects
- Cultural Aspects

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