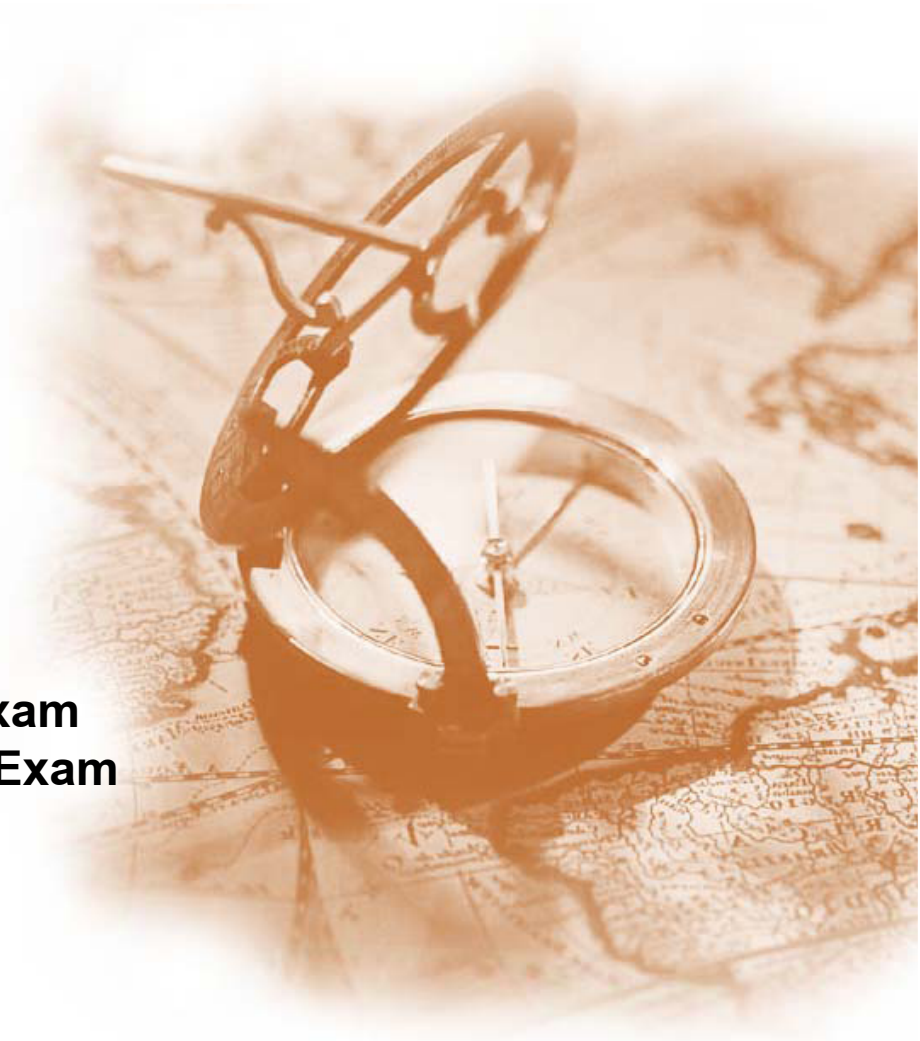# PROCTOR GUIDE

TICO EDUCATION STANDARDS EXAMS

**Proctor Guide
for the Travel Counsellor Exam
and the Supervisor/Manager Exam**

tico.ca

Travel Industry Council of Ontario

Canadian Institute
of Travel Counsellors

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YOUR PASSPORT TO SUCCESS

Proctor Guide for the
TICO Education Standards Examinations

Travel Industry Council of Ontario

2012

(A program administered by the Canadian Institute of Travel Counsellors)

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PROCTOR GUIDE FOR THE TICO EDUCATION STANDARDS EXAMINATIONS

Introduction

Thank you for assisting with the TICO Education Standards Exam process. Your role as Proctor is very important. Not only are you key in enabling candidates to succeed, you also ensure the integrity of the program. 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 the Proctor with Welcome and Instruction Scripts as well as Guidelines Concerning Irregular Incidents
- provide contact information should the Proctor have questions regarding the process

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
- make certain that there are no disruptions
- check the candidate's photo identification to ensure that they are the actual candidate registered to write the exam
- ensure that there are clear sight lines of all candidates writing the exam. It is the candidate's or group coordinator's responsibility to ensure that the exam location complies with exam proctoring requirements. If you do not have a clear sight line and if desks cannot be reorganized to facilitate this requirement then the exam must be cancelled and the candidate/group coordinator should be told to contact the CITC office.
- make sure that the candidate completes their own exam
- use established procedures to deal with issues that may arise during the writing of the exam

Who does what?

It is the candidate, or the group coordinator (for group writings) who makes all the arrangements as far as the exam goes, including:

- **The computer set up and the compatibility** of the computers (see Compatibility Check on page 5)
- Location of the writing venue
  - Exam candidates may write the exam at any time in a location of their choosing, providing the exam location meets the proctoring requirements.
  - In the event a candidate(s) prefers to go to a specific exam location, there are several "proctored venues" available through travel schools and other travel industry businesses. Please note there may be a separate charge to be paid directly to the proctored venue.
  - It is the responsibility of the exam candidate or group coordinator to ensure that the exam location meets the following requirements:
    - All candidates must be clearly visible to the proctor at all times – they cannot be in separate offices or in cubicles that have no direct/clear sight line.
    - If the agency setup does not allow all candidates to be clearly visible at one glance then additional proctors for the venue will be required.
    - The maximum number of candidates a single proctor may supervise is 25 provided each candidate is clearly visible.
    - Each desk where a candidate will be sitting must be fully cleared – there should be no personal items or file folders on the desk top.

How many Proctors are required?

One proctor is required for the first 25 candidates writing in the **same room at the same time**, provided that the proctor is able to see all the candidates writing the exam at the same time (for example, in a large classroom-type setting). If the candidates have chosen to write the exam in an office or agency that has separate cubicles or offices that do not provide a clear sight line to all candidates at one glance then additional proctors may be required in order to meet this exam proctoring requirement.

In general, assuming that a first proctor has clear sight lines to all exam candidates, then that proctor may supervise up to 25 candidates. 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 not a conflict of interest
- "Conflict of interest" in this context, 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.)
- The Proctor has reviewed this Proctor Guide and understands the important role they play in the exam process

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. Passport guarantor guidelines may be found at http://www.ppt.gc.ca/cdn/section2.aspx.

- 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 Travel Counsellor Exam, or chooses to write this exam, then they must 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 Travel Counsellor Exam, provided there is no conflict of interest. For a list of CTCs and CTMs in Canada, visit www.citc.ca/en/directory.
- An agency manager who does not work for the same agency or agency chain, and who has already passed the Travel Counsellor 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.
- CITC maintains a list of travel schools throughout Ontario which can offer a proctored exam room from time to time. For a list of schools, along with details of the exam writing arrangements, visit www.citc.ca/en/Proctorschools.

What happens if I can't find a Proctor?

TICO and CITC have asked a number of schools throughout the province to provide proctored venues for the writing of the TICO exam(s), and many have responded. Please check the listing on the CITC website www.citc.ca/content/en/train-tico-Proctors-e.asp for the school nearest to you—and the procedures that they have set in place.

The Proctor's Role and Responsibilities Before the Examination Date

Please See Appendix G for the Proctor Check List.

The Proctor should ensure that the candidate has located and booked the exam room, equipped with computer(s), each with an internet connection. In order to ensure that the computers have the capability to easily access the test website, please double-check with the candidate regarding the compatibility of each computer terminal prior to the examination date. It is not the job of the Proctor to find a room and ensure that the equipment is functional. It is only your job to check that the candidate has done their homework so the exam writing session will take place, as scheduled.

Equipment check

The minimum recommended computer equipment required for writing the online exam is:
- An Internet connection
- Browser Requirements:
  - Internet Explorer 5.5 or greater OR
  - Netscape 6.0 or higher OR
  - Firefox 1.0 or higher
  - Screen Size Requirements: Screen resolution of 800 × 600 or greater

Compatibility check

1. On the computers that will be used for the exams, go to http://asitest.ca.
2. After choosing the language option and proceeding to the next page, go to the bottom of the page and click on the SUPPORT box.
3. Then click on the COMPATIBILITY box to ensure that the computer will be able to operate the exam.

Unique TICO Exam Registration Number and Password

Prior to the examination date, you will receive by email, the candidate's Unique Tico Exam Registration Number (for your files only) and a password for each candidate registered to write the exam at your site. The password will be used to log the candidate into the exam program. It is suggested that you cut the passwords into strips and then hand the candidate their log-in password when they arrive at the exam site. This is all the Proctor will need to provide to candidates writing the exam. Only registered candidates will have an assigned name and password to use in the online testing system.

Special considerations

Prior to the examination date, the Proctor will be informed of any special considerations with regard to candidates writing the exam that alter the normal exam procedures. Examples could include a candidate being given extra time in which to complete the exam or special permission to allow the candidate to eat or drink during the exam period.

List of items required by the Proctor on exam day

- List of the candidates writing, along with exam registration numbers and passwords
  Please note that this list is strictly confidential and the Proctor must not disclose the list of passwords and registration numbers to third parties. The Proctor will only release this information to the individual exam candidate writing the exam, just prior to the start of the exam.
- Blank Candidate Log-in/Log-out Sheet
- Scrap Paper
- Proctor Guide
- Cell Phone, if possible (Just in case)

The Proctor's Role and Responsibilities on the Examination Date

Please See Appendix G for the Proctor Check List.

Prior to the candidate's arrival

Arrive at the writing venue *at least* 30 minutes prior to the scheduled exam time. Proctors should be prepared to stay for about 2 hours after the Travel Counsellor Exam begins to accommodate the various times that each candidate will take to read through the online instructions and then actually begin the exam. 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.
- Ensure that you have a clear view of all the desks—so you can see all the candidates at the same time. If not, then see if changes can be made to allow you to have a clear view. If this is not possible, then please consult the Irregular Incident Guide at the back of this document.
- Become acquainted with the location of telephones, washrooms and emergency exits.
- Print a copy of the Candidate Log (see Appendix E).
- 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 testing system (http://www.asitest.ca/tico/logintoapp.asp) on each computer.
- Guard the candidate's Unique TICO Exam Registration Number 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:
  - Passport
  - Landed Immigrant Card
  - 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 will not be able 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:
  - It ensures that CITC and TICO have written proof that the candidate has written the exam.
  - It allows the candidate to sign in and out. Candidates need only sign out if they leave the exam before the exam time limit expires.
  - 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. *Candidates should be seated alphabetically.* Ensure sufficient space between candidates to prevent opportunities for cheating and to respect privacy.
- Candidates should be seated according to the exam they are writing. This will lessen disruptions as the Supervisor/Manager exam is 60 minutes in length; the Travel Counsellor Exam is 90 minutes in length and the combined Travel Counsellor and Supervisor/Manager Exam is 150 Minutes in length. The candidate's Unique TICO Exam Registration Number and password will indicate which exam will be written.

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, cell phones, electronic dictionaries, other electronic storage devices and personal entertainment devices. Any of these items must be handed to the proctor until the candidate leaves the exam room, or they may be stored with the candidate's books, bags, purses etc. at the front, back or side of the exam writing venue. These devices may not be stored under the candidate's desk. No photos or videos of an exam-writing venue or the exam-writing session are permitted at any time.
- Instruct candidates that they must clear their desk of all pens and pencils and NOT have any in their shirt or jacket pocket. If they wish to use a pen or pencil to figure out any questions on scrap paper (see below) then the Proctor must approve the pen or pencil (The reason for this is the growing popularity of 'spy pens' that are capable of recording anything from exam content to real-life events).
- Instruct the candidates to clear all items off their desk. This means, that in an office or agency, the papers and files on the desk must be removed. If the agency is unwilling to do so, then please see the Irregular Incident Guide at the back of this document. All items such as purses, calculators and scrap paper are to be stored at the front, back or side of the exam room. 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.
- **Note to the Proctor:** Please be advised that TICO may audit exam-writing venues on a random basis. TICO inspectors will introduce themselves and show proper identification to the Proctor. The TICO inspector must be allowed to supervise the writing of the exam. Again, this will take place on a random basis and no prior warning will be provided.
- Read the Welcome Script in Appendix A.

After reading the Welcome Script and answering questions, instruct the candidates to verify that they have the Unique TICO Exam Registration Number and password in front of them. Do not allow candidates to log in until all the instructions have been read. Once the Welcome Script has been read, please read the Instruction Script in Appendix B.

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. Irregular incidents should be managed according to the guidelines provided in Appendix C.
- Maintain a quiet, distraction-free environment.

Following the examination

As the candidates complete the exam, ensure that they have submitted their test online prior to leaving the room. Each candidate must also 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!

APPENDIX A: WELCOME SCRIPT

Note: If you have been notified of any special considerations that affect candidates writing the exam, then you may wish to customize this script accordingly.

Welcome. Before you begin the TICO Education Standards Examination, I must explain a few procedures. This is to ensure that the process is fair and so that you will know what to do and can ask questions before you begin.

Please be sure that only your Unique TICO Exam Registration Number and password is in front of you. All other belongings should be placed at the front, back or side of the exam room.

- Desks must be cleared of all papers
- This is a closed book test. Therefore, no files or Study Guides or other papers may be on your desk.
- There is NO talking once the exam begins
- You have been assigned a desk; you must remain at that desk until you complete the exam. No substitutions are allowed.
- If you require scrap paper for any reason, you may raise your hand and get some from me. All scrap paper must be handed in to me before you leave the room at the end of the exam, and I will dispose of it.
- Right now—please take out your cell phone and turn it off completely. This does not mean to 'mute' it, but to actually shut it down. If a phone rings, intentionally or otherwise during the exam, you will be asked to leave the room. The best idea is to hand your phone to me until you finish the exam and are ready to leave the room, or you may leave it at the front, back or side of the exam room either in your jacket or coat pocket or with your books and papers.
- Also at this time, please put any pens or pencils—including those in a shirt or jacket pocket—under your desk. If you would like to use a pen or pencil during the exam, please raise your hand so that I can check to make sure the pen or pencil is approved.
- As you know, the TICO exam is a mandatory legal requirement in Ontario for any person who sells travel services to the public or provides advice to the public about travel services. Anyone caught cheating on the exam will be dismissed from the exam room and further action may be taken as appropriate. TICO reserves the right to cancel any exam scores and recall any PASS certificates awarded if evi-

dence of cheating on an exam comes to light after the exam has been written and results reported.

If you are writing the Travel Counsellor Exam, you will have 90 minutes to complete the exam. If you are writing the Supervisor/Manager Exam, you will have 60 minutes to complete the exam. And if you are writing the Combination Travel Counsellor and Supervisor/Manager Exam, you will have 150 Minutes. All the exams were created to be easily completed within the time limits set, so take your time to do well.

When you have completed the exam, make sure you click the submit button, or your results will not be recorded.

If you complete the exam early, you may leave, but you will not be allowed to return to the exam room. You must sign out in the Candidate Log prior to departing. A reminder that you must also hand over any scrap paper that you used during the exam, as you are not permitted to take any notes out of the exam room with you. This includes any papers that I gave to you, on arrival, that include your name, user name and password.

APPENDIX B: INSTRUCTION SCRIPT

Please do not begin the exam until I advise you to start.
This is a multiple-choice exam. For each question, you are to select the best response. There is only one correct answer for each question. Record your answer only on the computer. You do this by clicking on the corresponding "bubble." If you do not know the answer to a question, you can skip it and come back to it later. You will be prompted at the end of the exam to return to any questions that you did not answer. If you still do not know the answer, then take a guess (rather than leaving it blank); this increases your chances of scoring well.

When you log-in, a full set of instructions is provided. The on-line exam is easy to use, and you should find that you get the hang of it quickly.

At no time am I permitted to interpret or clarify any of the questions.

Again, just a reminder that when you are completely finished the exam, you must click the submit button, or your results will not be recorded. Once you do click the button, there is a short survey that we ask you to complete, in order to let us know your thoughts about the exam in general.

If you wish to communicate any concerns to the Travel Industry Council of Ontario (TICO) or to the Canadian Institute of Travel Counsellors (CITC), please do so on the survey provided at the end of the exam.

Any questions? Everyone ready? You may begin. Please enter your Unique TICO Exam Registration Number and password, and follow the instructions on the screen. The time will start when you have read all the instructions on the screen and have started the exam.

Good luck!

APPENDIX C: 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)
The Proctor is unable to fulfill their responsibilities.	CITC approves a Proctor for a specific exam sitting and the Proctor signs a declaration that they have no conflict of interest with respect to the specific candidates being proctored in that exam sitting. Therefore, if the Proctor is unable to fulfill his or her responsibilities, he or she must advise CITC and either arrangements should be made for another Proctor to be approved by CITC for that exam, or the exam should be rescheduled. It is essential that Proctors keep confidential the registration numbers and passwords for candidates and only release this information to the individual candidate writing the exam, just prior to the start of the exam. Exam candidates may not independently contact another Proctor unless that Proctor's name was approved by CITC as a substitute for the particular exam sitting in question.	If necessary, the candidates should be informed that an alternate exam date must be chosen and they should contact CITC on the next business day after the scheduled exam.
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 CITC office to reschedule. The Proctor should advise CITC 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 Unique TICO Exam Registration Number and password	Advise candidate that they need to contact CITC to reschedule.
A candidate does not show up to write the exam	• Note the situation on the candidate log • Shred candidate's Unique TICO Exam Registration Number and password	

Nature of Incident/ Irregularity	Management Tips	Information to be Passed on to the Affected Candidate(s)
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 CITC 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 CITC 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 CITC 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 CITC to reschedule. Proctor should contact CITC as soon as possible.
Candidate is found with a pen in his/her shirt or jacket pocket	After checking the pen, you discover that it is a 'spy pen' that is recording the exam content through a mini camera	The candidate must be dismissed from the exam and told to contact CITC. The Proctor should report this in the candidate log.

Nature of Incident/ Irregularity	Management Tips	Information to be Passed on to the Affected Candidate(s)
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 CITC.
Weather conditions are poor and compromise ability to make it to the writing centre	Cancel and reschedule the exam.	Advise candidate(s) to contact CITC but the Proctor should also confirm the weather situation by contacting CITC.
There is a fire alarm, a bomb threat or a power failure.	Cancel and reschedule the exam.	Advise candidate(s) to contact CITC but the Proctor should also confirm the situation by contacting CITC.
The Internet connection fails	Re-attempt to login; the candidate will go back to their exam. If you cannot login within five minutes, try rebooting the computer. If this does not work, contact Assessment Strategies at (888) 900-0005 x253. If the problem occurs after hours or on the weekend, then ASI will not be available. You will have to follow the directions below under "defective" equipment.	If login attempts fail, advise candidate of Assessment Strategies' instructions (1-888-900-0005 x253, 8:00-5:00 EST, Monday to Friday). If you are not able to proceed with the exam, then cancel the writing and instruct the candidates to contact CITC on the next business day.
Equipment is defective or insufficient	Cancel and reschedule the exam.	Advise candidate that they will have to write their exam at another time and that they need to contact CITC to reschedule.
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.	CITC should be informed as early as possible on the first business day following the cancellation.

APPENDIX D: PROCTOR APPLICATION FORM INSTRUCTIONS

Once you have read through the Proctor Guide and if you feel that you are able to comply with the TICO Exam Proctor requirements, please visit http://citc.ca/content/en/train-tico-proctors-form-e.asp and fill out the online application.

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

APPENDIX E: TICO EXAM CANDIDATE LOG

Note: The Proctor should photocopy this page or, if there is a large group writing, make several copies so there will be enough room for all candidates. You may also wish to enlarge the page when photocopying. Each candidate must sign in on the Log as they enter the exam room. If a candidate leaves the exam early, the candidate must also sign out before they leave the exam room. At the end of the exam time, the Proctor should note the time next to all the remaining candidates' names. Please note that once a candidate signs out, they will not be allowed to re-enter the room. The Log may also be used to record any irregular incidents that occur during the exam period. Following the exam, please fax the completed Log to CITC at 416-484-4140 or email to ticotest@citc.ca. Thank you.

Name of Proctor_____ Date of Exam_____ Location of Exam_____

# of Candidates expected to write the Exam_____ # of Candidates who actually wrote the Exam_____

	Name of Candidate	Unique TICO Registration #	Candidate's Signature	Photo I.D. Approved	Time signed in	Time signed out	Comments
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							
20							
21							
22							
23							
24							
25							

Signature of Proctor_____

APPENDIX F: EMERGENCY CONTACT INFORMATION

Before the day of the exam, if an unusual situation or an emergency situation arises, please contact Kulsum Murtaza at CITC at 416-484-4450 or 1-800-589-5776 or ticotest@citc.ca Kulsum is in the office Monday through Friday from 9:00 am to 5:00 pm.

On exam day, if the internet connection fails or the login fails, please follow the instructions on Page 12 of the Proctor Guide.

Please note that there is no person to contact after hours or on weekends, unless special arrangements have been made with CITC for after hours/weekend assistance.

APPENDIX G: PROCTOR CHECK LIST

Check List for Proctoring The TICO Education Standards Exams

Before the Exam

☐ Read through the Proctor Guide to ensure that you understand your responsibilities
☐ Please see instructions on page 17 on how to complete the **online** Proctor Application Form in order to be approved as Proctor
☐ Receive an email from CITC confirming your acceptance as a Proctor
☐ Contact the Candidate or group for whom you are proctoring to ensure that they are looking after the computer equipment to ensure compatibility with the exam requirements (page 4 of the Proctor Guide). Also, double check that, as Proctor, you will have clear sight lines to all the exam candidates at the same time.
☐ Once you receive the Log-in Password(s) from CITC, cut them into strips in order to hand the password to each exam candidate for which the password corresponds.

On Exam Day

☐ Arrive at the Exam Venue 30 minutes prior to the scheduled exam time
☐ Bring the Proctor Guide with you on Exam day. You may wish to take out the Candidate Log page, as the candidate(s) will need to sign-in on arrival
☐ Bring paper for the candidate(s) to use as scrap paper to write on, should they request it
☐ Ensure that you have clear sight lines to see all candidates writing the exam at the same time

When the Candidate(s) arrive

☐ Greet the candidate(s) on arrival
☐ Ask the candidate(s) for their Unique TICO Exam Registration
☐ Check the candidates' government issued photo ID
☐ Have the candidate(s) sign in to the Candidate's log
☐ Give the candidate(s) the log-in password but instruct them not to log-in until you give them permission to do so
☐ Remind the candidate(s) to leave all books and electronic equipment at the front, side or back of the exam room
☐ Remind candidate(s) that you will provide them with scrap paper should they require it
☐ Remind candidate(s) to turn off their cell phones and store them with their other belonging at the front, back or side of the exam room.
☐ Seat the candidate(s) alphabetically
☐ When all the candidates have arrived, read out the Welcome Script (page 9 of the Proctor Guide)
☐ Read out the Instruction Script (page10 of the Proctor Guide)
☐ Instruct the candidate(s) to Log In

When the Candidate(s) complete the exam

☐ When candidate's complete the exam—write in the Candidate log the time they leave the computer desk
☐ Ask the candidate if he/she remembered to click the 'submit' button
☐ Ask the candidate to hand in any scrap paper they may have used and the paper you gave them with the log-in information
☐ Remind the candidate to take any belongings with them

After Exam Day

☐ Report any Irregular incidents to CITC within 1 business day of the exam
☐ Mail or Fax the Candidate Log to CITC at 416-484-4140