

Test Administrator's Guide



Insurance Institute of America

One-Hour Maximum Time Limit



© 2008

American Institute for Chartered Property Casualty Underwriters/

Insurance Institute of America

720 Providence Road, Suite 100

Malvern, PA 19355-3433

Phone (610) 644-2100

Fax (610) 695-0881

All rights reserved. This book or any part thereof may not be reproduced without the written permission of the copyright holder.

Contents

Contacting the Institute	5	Sequence of Test Administration	8
Test Administrator's Responsibilities	5	A. Two or Three Days Before the Exam	8
A. Test Administrator's Relationship to an Examinee and the Institute	5	B. Just Before Exam Administration	8
B. Receiving, Checking, and Storing the Exam Shipment	5	C. Test Administrator's Verbal Instructions to Examinees	8
C. Exam Supervision	5	D. During the Exam	9
D. Instructor Exams	5	E. At the Conclusion of the Exam	9
Exam Policies and Procedures	6	Guide for Returning Exams	10
A. Test Administration Policies	6	A. Return Policy	10
B. Rescheduling the Exam	6	B. Exam Materials to Be Returned to the Institute	10
C. Late Arrivals/Terminating the Exam	7	C. Return Procedure	10
Completing and Processing Forms	7		
A. Exam Books and Answer Sheets	7		
B. Test Administrator's Affidavit	7		
C. List of Examinees	7		

This document contains the Institute's policies and procedures for conducting exams. If you have any questions, or if a situation occurs that is not explained in this guide, contact the Institute.



Contacting the Institute

Normal Business Hours: 8:00 am to 4:30 pm Eastern Time

AAI Segment Exams:

Sandy Bowman
(610) 644-2100, ext. 7304
bowman@cpcuiia.org

ACSR Exams:

Sherry Birth
(610) 644-2100, ext. 7301
birth@cpcuiia.org

Test Administrator's Responsibilities

A. Test Administrator's Relationship to an Examinee and the Institute

The Test Administrator is an individual who has consented on behalf of an examinee to administer an insurance exam. In this capacity, the Test Administrator assumes the responsibility of assuring the Institute that the exam is administered in a manner consistent with the policies, procedures, and standards outlined in this guide. The Test Administrator also serves as an agent of the organization sponsoring the program.

B. Receiving, Checking, and Storing the Exam Shipment

Use the Test Materials Checklist to verify the contents of the exam shipment. If there is a shortage of exams received, immediately contact the Institute, or send an e-mail message explaining the situation.

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

C. Exam Supervision

Examinees must remain under the constant supervision of their Test Administrator. If the number of examinees exceeds thirty or if a second room is used, the Test Administrator should select an assistant administrator.

D. Instructor Exams

Instructors/test administrators/proctors/monitors who want to take an exam for a class they are teaching will be required to take an Instructor's Exam, which must be proctored by an appropriate person.

1. AAI and ACSR exams must be ordered specifically for the instructor, proctor, or monitor, etc. Order the exam as you would a retake, but specify that you are requesting an instructor exam and include the instructor's name.
2. The fee is the same as for a retake exam.
3. The exam must be proctored by a Test Administrator who assumes the responsibility of assuring the Institute that the examination is administered in a manner consistent with the policies, procedures, and standards outlined in the Test Administrator's Guide as well as serving as an agent of the organization sponsoring the program.



Exam Policies and Procedures

A. Test Administration Policies

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

No Modifications to Exam Questions: Test Administrators are not authorized to change, interpret, or waive any exam questions.

Exam Question Booklets: The exam booklet contains the exam questions and the student's answer sheet. Under no circumstances may an examinee take a question booklet from the testing room, nor may any portion of the booklet be photocopied. Each question booklet is sealed with a tab to be broken only by the examinee at the direction of the Test Administrator on exam day.

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

Suspected Cheating: If an examinee is acting suspiciously, privately inform the candidate that all answers to the exam questions must be based on the individual's own knowledge. An examinee suspected of cheating may continue the exam, but must understand that the Institute will investigate the incident, including obtaining a statement from the candidate, and then render a decision concerning the validity of the exam. A candidate who is suspected of using crib sheets and who asks to be excused from the testing room must be confronted immediately upon leaving the room. Do not allow the candidate an opportunity to destroy the notes. An incident involving suspected cheating must be reported on the back of the Test Administrator's Affidavit; see page 7.

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

B. Rescheduling the Exam

Rescheduling/Postponing the Exam: The time, date, and location for the administration of the exam are determined by the examinee(s) and the Test Administrator, not by the Institute. If it is necessary to postpone the exam, the Test Administrator and the examinee(s) are responsible for rescheduling the test.



Later Administration to an Absent Examinee: An individual who is absent when an exam is administered to his or her group still may take the exam, provided it is scheduled in cooperation with the Test Administrator. Under no circumstances can an individual retake an exam form he or she has already taken without prior written permission from the Institute.

Calculators: Examinees may not use calculators with alphanumeric keys for the purpose of entering letters or words during the exam. Other quiet, nonprinting calculators are acceptable.

C. Late Arrivals/Terminating The Exam

Late Arrivals: The Test Administrator has the authority to accept a late arrival or to reschedule an exam for another day or time.

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

Completing and Processing Forms

A. Exam Books and Answer Sheets

Checking in Exam Booklets and Answer Sheets: Each examinee must turn in the exam booklet and an answer sheet. Check each exam booklet to verify that it contains the examinee's name and **Student ID Number**. Even if the student has taken multiple exams, check **both sides** of the answer sheet for the examinee's name, address, exam information, and Test Administrator name.

B. Test Administrator's Affidavit (Complete Both Sides)

This report should be returned to the Institute along with the List of Examinees and exam materials.

- **Test Administrator's Affidavit:** Complete the requested information.
- **Exam Information:** List the exam taken and the test location.
- **Problems Encountered:** Identify difficulties or irregularities encountered during the process of administering the exam.
- **Suggestions for Future Administration of Exams:** If you notice an inconsistency in our test administration procedure, or if you would like to offer a more efficient alternative, use this section of the report.

C. List of Examinees

- Complete the top portion of the List of Examinees. Include the Order Number, Exam, Date of Exam, Proctor, Sponsor, and the Location (city and state) where the exam was administered.
- Provide each student's name and candidate ID number.



Sequence of Test Administration

A. Two or Three Days Before the Exam

1. Reconfirm the test time, date, and location with the examinee(s), if possible.
2. Reconfirm the availability of the testing room. Check that the room is suitable for administering an exam, having ample lighting, adequate tables and chairs, relative quiet, and a chalkboard or facsimile to record the time remaining in the exam.
3. Verify that you have the exam materials. You should have:
 - a. Sealed exam booklets that contain the answer sheet and test questions.
 - b. List of Examinees
 - c. Test Administrator Affidavit

B. Just Before Exam Administration

1. Arrive twenty minutes before the start of the exam.
2. When you arrive at the test site, confirm that the room has enough desks or tables and chairs.
3. Take roll by completing the List of Examinees.
4. If you have retake exams, please create a separate List of Examinees.
5. Read the Test Administrator's Verbal Instructions to Examinees, below.

C. Test Administrator's Verbal Instructions to Examinees

1. "At this time all materials except pencils and an acceptable calculator must be removed from your desk."
2. "The exam question booklet will now be passed out. Do not break the seal on the exam booklet until I instruct you to do so." (*Distribute the exam booklets.*)
3. "The rules of conduct for this exam are printed on the front cover of the exam booklet. Read them now." (*Allow sufficient time.*) "Has anyone not read the rules for this exam and entered his or her Student ID Number on the front cover of the exam booklet? (Pause) Do you have any questions?"
4. "This exam contains objective questions. Your score will be based on the number of questions answered correctly. No points will be deducted for an incorrect response. Try to answer every question on the exam."
5. "Break the seal on the exam booklet and turn to the first page. All of your responses to the exam questions must be marked on the answer sheet. Please read the directions for marking the answer sheet." (*Pause*)
6. "Has everyone completed reading the directions for marking the answer sheet?"



7. "Provide the information requested on the answer sheet. I will read to you an Order Number; please record this number on your answer sheet next to the Exam Batch Number. (*Read the order number to the class.*) Also print your name and today's date on the answer sheet and bubble in your Student ID Number. Fill in the Exam (ex. 371 or 832) and the Exam Form (ex. A7 or 3B) found at the top of your exam. When you are finished, put down your pencil. (*Pause as the examinees write.*) Has anyone not finished writing the information on the front of the answer sheet?"
8. "Please turn your answer sheet over. Complete the areas for address, phone, fax, and e-mail. If it is a business address, please include the name of your organization on the street address line. Also, enter the Exam Center Location." (*Tell the examinees the city/state reference you wish to use.*)
9. "Carefully remove the answer sheet from the exam booklet by tearing along the perforation. (*Pause*) Has everyone removed the answer sheet?"
10. "You must turn in both your exam booklet and the answer sheet. If the exam is still in progress when you complete your exam, please do not congregate outside the testing room and possibly disturb others still taking their exam."
11. "Do you have any final questions? You have one hour to complete this exam, which should be enough time to answer all questions. I will announce when fifteen and then when five minutes remain in the exam."
12. "It is (time, am/pm). You have until (time, am/pm), one hour from now, to complete the exam. Turn to the first question in the exam booklet and begin the exam now." (*Start timing the test.*)

D. During the Exam

1. Inform all students of the ending time of the exam.
2. Walk around the testing room. Observe the examinees, but not to the extent that they become distracted or uncomfortable.
3. If cheating is observed, refer to page 6.
4. When fifteen minutes and then when five minutes remain in the exam, announce this fact to the examinees.
5. When time expires, the Test Administrator should say, "May I please have your attention? Time has expired. Close your exam booklet now, put down your pencils, and remain seated. You will be dismissed from the exam after I verify that I have collected an exam booklet and an answer sheet from each of you."

E. At the Conclusion of the Exam

1. Collect an exam booklet and an answer sheet from each examinee. Under no circumstances may an examinee keep the exam booklet or answer sheet, or copy the exam questions.



2. As each exam booklet and answer sheet are received:
 - Check that the examinee's Student ID Number has been recorded on the front cover of the exam booklet.
 - Check that the examinee's name and required exam information have been written on both sides of the answer sheet.
3. Dismiss the examinees after you have collected and checked in all exam material. Sign your name in the space provided on the back of the answer sheet.
4. Arrange the exam booklets and answer sheets in order .
5. If you have not already done so, fill out the Test Administrator's Affidavit.
6. Completely fill out the yellow List of Examinees. It is very important that all information on the top of the page has been recorded as well as the candidate's name and Student ID Number.
7. Place the used answer sheets, the List of Examinees, and the Test Administrator's Affidavit in the Answer Sheet Envelope. Failure to return any of these documents will delay the grading process. Insert the used exam booklets and the Answer Sheet Envelope in the white Tyvek envelope.
8. Before leaving, check the area to ensure that nothing has been left behind.
9. Immediately return all used exam materials and reports to the Institute.
10. Place all unused exam materials under lock and key.

Guide for Returning Exams

A. Return Policy

The Institutes request that Test Administrators use FedEx to return their exam booklets. FedEx provides a tracking service that allows the Institute to immediately locate the package if necessary.

The FedEx service we are using is called PRP, or Package Return Program. Prepaid PRP labels and white Tyvek envelopes will be provided in each mailing of exams.

B. Exam Materials to Be Returned to the Institute

1. All used exam booklets
2. Answer Sheet Envelope containing all used exam answer sheets, the Test Administrator's Affidavit and the List of Examinees

C. Return Procedure

1. Return the used exam booklets in the white Tyvek envelope with the PRP label attached (keep a record of the tracking number).
2. Enter your return address and ZIP code in the space provided on the PRP label.



3. FedEx Procedures

- Drop Off (for residential OR business locations)
 - Log on to www.FedEx.com and select the orange “Locations” tab to find the closest drop-off location.
 - Call (800) 463-3339 to find the closest drop-off location.
- Pick Up (for business locations ONLY)
 - Have your label ready and call (888) 777-6040 to schedule a commercial pickup from your business location.

Thank you for your cooperation and assistance.



