

# Inspection Support Services Inc.

## ISS – Home Inspector Training Program

### Exam & Proctoring Policy

#### The Exam Process

The exam process for ONLINE Home Inspection courses differ from that of IN-CLASS Home Inspection courses. ONLINE Home Inspection course exams are completed on a computer with an approved proctor, whereas IN-CLASS are typically invigilated by the course facilitator.

It is the student's responsibility to contact a person in his/her area and make arrangements for that person to act as proctor. This first contact should be done very soon after registering for the course. The proctor's information will be verified before the exam is sent. Typically most colleges offer exam proctor services.

#### Who Can Proctor Your Exam?

A responsible professional must supervise your ISS-Home Inspector Training Program exams. It is the student's responsibility to find a suitable proctor to complete the exam. You must complete specific instructions and email the information to your instructor prior to taking the final exam in order to approve the proctor.

An examination proctor is a responsible individual who is **NOT** a relative, close friend, coach, or direct supervisor of the student. If your place of employment has a training program then one of the trainers can serve as a proctor as long as that person is not a close friend, relative, coach, or direct supervisor. The ideal setting for the proctored exam is to seek a "test centre" such as at a local community college or a public library in your area.

Other suggested contacts for proctors include local high school, college instructors, librarian, school superintendent, principal, counsellor, public librarian, education officer, and hospital educator. If your place of work has a training department or training centre you can take the test there or if there is a Human Resource (HR) department at your place of work (and you do not work for HR) you can ask someone in HR to administer the exam for you.

Most people will agree to act as proctor for no charge. If a prospective proctor does wish some payment, it is the student's responsibility to pay or find another proctor.

PLEASE make sure you get the following information from your proctor, as you will be required to fill out the Online Proctor Form.

First and Last Name of Proctor\*

The proctor's job title/position

Proctor's E-mail address and Phone Number

Name of the place of Business

Mailing Address (department, room number, street address, city, province, and postal code)

**Note: A proctor is someone who is approved to supervise your examination.**

#### Requesting Your Exam

After you have set up a proctor, and when you are ready to take a proctored examination, contact your instructor via the request an exam form for exams to be e-mailed to the proctor. Ideally the scheduled exam date and proctor forms should be arranged at least several weeks prior to the end of the course. You will also need to contact your proctor to make an appointment to take the test on the date and time scheduled and approved by your instructor. Please coordinate this to ensure no delays.

**NOTE: E-mail is the best way to contact your course instructor.**

## **Details of Final Exams**

Typically all ISS-Home Inspector Training Program Exams are a 2-hour closed book exam.

You have 3 weeks after scheduled course completion to write your exam. An examination late fee of \$100 will have to be paid prior to writing the exam after the 3-week period up to a maximum of 6 weeks.

In order to successfully complete (pass) a course, a passing mark of 70% or greater is required.

**Note: Service Alberta requires 80% minimum.**

Where a paper-based exam is allowed, the “proctor” for the integrity of the examination must guarantee special conditions. After you have taken the test the proctor must e-mail the test to your instructor. Your instructor will then confirm when they have received it.

If the exams do not arrive via e-mail or if they are in an incompatible format then the proctor will mail the tests to your instructor. It is the proctor's responsibility to mail the test material.

## **THIS PAGE & THE NEXT MUST BE COMPLETED & SUBMITTED TO YOUR INSTRUCTOR**

### **STUDENT INFORMATION**

Student Name: \_\_\_\_\_

Proctored Exam Date & Time\*: \_\_\_\_\_

Course Number: \_\_\_\_\_

Course Title: \_\_\_\_\_

Proctor's Name: \_\_\_\_\_

Telephone: \_\_\_\_\_

Title: \_\_\_\_\_

Company: \_\_\_\_\_

Street Address: \_\_\_\_\_

*(no P.O. Boxes please)*

City/Prov-State/Code-Zip: \_\_\_\_\_

Relationship to Student: \_\_\_\_\_

*(e.g., manager, training director)*

### **TERMS OF AGREEMENT:**

**By signing both the Student and the Proctor agree to adhere to the following conditions:**

- Under no circumstances should the Exam Questionnaire be copied or retained in any form.
- The Student is allowed a maximum of 120 minutes to complete the Exam.
- The Student may not refer to any course materials, books, manuals, notes, etc. during the Exam.
- The Proctor may not help the Student interpret Exam questions or provide any assistance after the Exam has started.
- The Exam must be given in a quiet location where the Student will not be distracted or interrupted.

***ISS reserves the right\* to accept or reject any proctor.***

## PROCTOR ACCEPTANCE FORM

*I agree to serve as proctor for the examination of the student listed below. I certify that I am not related to the student and have read and do understand the full terms of the stated agreement.*

**Student Name:** \_\_\_\_\_

**Proctor: (please print)**

Name: \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ Prov/State \_\_\_\_\_

Code/Zip \_\_\_\_\_

Contact Phone Number \_\_\_\_\_

Email Contact \_\_\_\_\_

**Educational Background: (List last college/university attended)**

**Note for paper-based exams:** When the student completes the required coursework, a sealed examination will be sent to the proctor. The exam is a timed, closed book exam usually 2 hours in length and must be administered in one sitting within three weeks of receipt. If you change your address, please notify the student so that he/she may contact the Instructor.

It is also imperative that you are able to be present for the entire exam. The exam cannot be given to the student prior to the scheduled sitting. The exam cannot be duplicated or copied under any circumstances.

**Note for all exams:** Failure to abide by all proctoring procedures could result in an invalid exam for the student.

I have briefly explained what is expected of a proctor and certify that the student listed above is not related to me.

Proctor Signature \_\_\_\_\_

Date \_\_\_\_\_