

# **ACSR AND SEGMENTED EXAMS TEST ADMINISTRATORS GUIDE**

*A Guide to Policies and Procedures*



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This document contains The Institutes' policies and procedures for conducting Exams.  
If you have any questions, or if a situation occurs which is not explained in this guide, contact The Institutes.

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## Contacting The Institutes

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8:00 a.m. to 4:30 p.m. eastern time

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## Test Administrator's Responsibilities

### A. Test Administrator's Relationship to an Examinee and The Institutes

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 Institutes 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.

### Test Administrator's Requirements

As a Test Administrator, you are responsible for the integrity of the testing environment as well as the distribution, collection, and security of the examination materials. The optimum testing environment we desire is summarized below and outlined in this guide. You have the full discretion as to how the test administration procedures should be implemented, as long as the desired environment is achieved.

1. At no time should the student have access to the exam other than to take the test.
2. A test administrator is responsible for the overall coordination of the administration of the exams. Specific duties include the following:
  - Arranging for suitable testing room
  - Receiving and protecting the integrity of the exam materials
  - Proctoring the examinations
  - Taking personal responsibility to ensure prompt return of each exam and materials
3. Test administrators must be continually present in the testing room. Acceptable testing rooms include:
  - Training room
  - Conference room
  - Vacant/unoccupied cubicle/office
4. The Institutes require a quiet testing room that provides the following:
  - Separate workstation or corral with partitions. If partitions are not available then they should be seated at least five feet away from each other.
  - Distraction—Free environment with little chance for interruption.
  - Good visibility of the candidates for the test administrator.
  - Easy access and accommodations for a candidate with a disability.
5. Below is a list of qualified individuals who can proctor an Institutes exam:
  - CPCU designee (who is bound by the CPCU Code of Ethics)
  - Human resources or education department personnel
  - Office manager
  - A member of a CPCU Society chapter, NAIW, IIA&B and so forth.
  - A person in a supervisory position to the examinee.
  - An external individual who has no personal relationship with the examinee(s).
6. The Institutes exam materials must be shipped to a physical address, P.O. Boxes and residential address are unacceptable.
7. After the examination is administered, it is the Test Administrator's responsibility to immediately return the exam to The Institutes using the shipping materials provided.

## **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 Institutes, or send an email 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. 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 a retake exam.
3. The exam must be proctored by a test administrator who assumes the responsibility of assuring The Institutes that the examination was 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, use as practice test questions 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.

**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.

**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 Institutes 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 before dismissing anyone, but avoid a public display. Inform a candidate who protests dismissal that The Institutes’ 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 Institutes.

### 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 Institutes. 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 Institutes.

### 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 Institutes 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's 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, on the following page.

### 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. Print your name and today's date on the answer sheet and bubble in your Student ID Number. If you do not know your Student ID Number leave it blank. Please do not use your Social Security 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 email. If it is a business address, please include the name of your organization on the street address line.
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, which could disturb others still taking their exam."
11. "Do you have any final questions? (*Pause*) You have <see exam times below> 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*), <see exam times below> from now, to complete the exam. Turn to the first question in the exam booklet, and begin the exam now." (*Start timing the test.*)

### LENGTH OF EXAMINATIONS

AAI Examinations	1 hour
ACSR 1–7, 10–12	45 minutes
ACSR 8 & 9	1 hour

### 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.
4. Arrange the exam booklets and answer sheets in numerical order.
5. If you have not already done so, fill out the Test Administrator's Affidavit.
6. Completely fill out the 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 Institutes.
10. Place all unused exam materials under lock and key.

## Guide for Returning Exams

### A. Return Policy

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

The UPS service we are using is called UPS Complete View Returns. A plastic UPS pouch and a white Tyvek envelope will be provided in each mailing of exams.

### B. Exam Materials to Be Returned to The Institutes

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

Return the used exam booklets and answer sheets in the white Tyvek envelope, and attach the plastic UPS pouch to the outside of the envelope.

1. Log in to <https://row.ups.com/>:

Login: CPCU

Password: CPCU

**Login and Password are in ALL CAPS.**

2. Enter Ship From Customer Information:

Return Address

Department Code is preset

Contents should read "Examinations"

Estimate the weight of package in pounds. This does not have to be accurate.

3. Select Display Return Label Only and SUBMIT.
4. Print label, and follow UPS return information found on the printed label document.
5. Keep record of the tracking number until grades have been posted.

You may drop off the package at any authorized UPS location, include it with your regular pickup, request a pickup through [www.ups.com](http://www.ups.com), or have the label ready and call 1-800-PICK-UPS or (800) 742-5877 to schedule a commercial pickup from your business location.



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