Computer-Based Exam Script

Once all the Candidates have been seated to take the Learn2Serve Food Protection Manager Certification Exam, the following script is to be read verbatim by the Test Administrator (Proctor). Do not deviate from the script except to include information specific to this exam administration or to this exam location.

Step I: Welcome

Get everyone’s attention before beginning oration.

“Attention everyone, we are about to begin. Please settle in and take your seats”

Once all Candidates are seated and quiet, begin oration. In the case of testing within a PSI Center, these instructions need only be given to Candidates taking the Learn2Serve Food Protection Manager Exam.

“Hello, My name is <<name>> and I will be administering the exam today. Welcome to the Learn2Serve Food Protection Manager Certification Exam. The purpose of this examination is to certify knowledgeable food managers to better protect the public from food borne illness. It is my responsibility to administer this exam in such a way that will allow each of you to perform to the very best of your ability. The following administration procedures may seem lengthy and formal, but they must be read.”

“All personal belongings will be stored <<indicate area where personal items will be stored during examination>> during the exam. All cell phones, pagers, PDAs, purses, bags, caps, hats, briefcases, papers, books, or any other personal belongings should already be placed in this area and not within personal access. If any Candidate at this time still has any personal items not stored, please raise your hand.”

The Test Administrator supervises Candidates with raised hands in storing any additional personal items in the designated secure location. Once all Candidates are back in their seats and have stored all personal items, resume exam administration.

If applicable, introduce your Exam Assistants.

“<<Exam Assistant names>> will be working with me today as Exam Assistant(s).”
Step II: General Directions

“There are several general guidelines that you must follow during the exam:

- There must not be any talking or moving around the room during the exam.

- There must not be any smoking, eating, or drinking in the room.

- All cell phones, beepers, and other electronic devices must be turned off and stored with your belongings.

- If you have an emergency or need to use the restroom, raise your hand. Myself or one of the Exam Assistants will log you out of your exam to ‘stop the clock’ until you return. You will then be given permission to leave the room. Only one person at a time may use the restroom. When you return, you will be logged back into your exam and will be allowed to continue where you left off.

- Do not disturb other Candidates taking the exam.”

“You must provide an answer to every question. I cannot answer questions about the items on the exam. (if applicable) Neither can the Exam Assistant(s) answer questions about items on the exam.”

“If you think there is an error on your exam, raise your hand and inform the Test Administrator that you would like to fill out a Question/Comment Form. It is recommended that you flag those items for review and fill out the feedback form at the end of the exam attempt.”

“Communication with another Candidate for any reason or copying or sharing answers during the exam is considered cheating. Taking the exam materials out of this room (for example, by writing down questions or photographing the computer screen) or discussing exam questions with others is also considered cheating. If any form of cheating occurs, I will log that person out of their exam and ask them to leave the examination area. An Incident Report will be filed, notifying 360training of any acts of cheating, and examination scores and data will be invalidated.

“You have one and one half hours to finish the exam from the time that I unlock access.”

“When you finish, do not stay in the examination area, or use the same restroom that is designated for Exam Candidates.”
Step III: Examination Technical Directions

“After the opening examination welcome and informational screens, you will be presented with a practice assessment. This short practice exam will consist of 3 questions and will not count toward your overall exam grade. You are not required to complete this section with a passing grade. The purpose of the practice assessment is to give you an opportunity to see what the exam question screens will look like. This will also give you knowledge about the functionality and display of 360’s Internet Course Player (ICP).”

“After you have completed the practice assessment, you will be required to wait for me to enter the credentials to unlock access to the exam. I will come to your workstation one at a time to do this. Your time will begin once I’ve clicked ‘Next’ to start the exam. You will be able to monitor the time elapsed in the bottom corner of your exam screen. The timer will count down from 1.5 hours to let you know the amount of time you have left. Use your time wisely and be sure to keep an eye on your exam timer. I will make an announcement to check your exam timers in your course player when I believe that there is approximately 30-35 minutes left to complete the exam.”

“Once you have completed your exam, you will be presented with an Answer Review screen. At this point you have the option to check all your entered answers to be sure the choices you selected are correct. Once you have finished reviewing all your entered answers you will click ‘Submit’ to submit your examination to be graded.”

“Your examination will be automatically graded and your results displayed for you upon submitting your final answers. If you complete and pass the exam, the final screen you will see is the End of Course Instructions. This is where the Proof of Completion and Official Certificate are explained. You may download and print a Proof of Completion document for yourself, your employer, or your instructor by logging in to your LMS account. Your Official Certificate will be mailed within 15 business days of completing the exam. Read the End of Course Instructions carefully for details.”

“Upon completion of your examination, please raise your hand and a Test Administrator will come and log you out of your exam and close the program. Please leave the examination area quietly and do not distract other Candidates still taking the exam. Collect your personal items from << indicate area where personal items will be stored during examination>> and either exit the building or wait in the designated area for collecting Certificates. Do not talk to or discuss the examination items with any Candidate upon completion of the exam. That is considered cheating. Do not use the restroom facilities that are exclusive to exam Candidates, and do not re-enter the examination area for any reason.”

“Are there any questions before we begin?”

The Test Administrator answers any questions. After all questions are answered, the Test Administrator launches the exam by saying: “Begin”
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**Revision History**

| Filename_version: |
| Date Revised: |
| Approved By: |
| Date Approved: |