

**OAK RIDGE OPERATIONS OFFICE
FACILITY REPRESENTATIVE TRAINING AND
QUALIFICATION PROGRAM**

EXAMINATION ADMINISTRATION GUIDELINE

**Prepared by Training and Development Group
Human Resources Division**

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Introduction

This guideline outlines the steps necessary for administering written Facility Representative qualification examinations and is based on DOE-STD-1011-92, GUIDE TO GOOD PRACTICES FOR THE DESIGN, DEVELOPMENT, AND IMPLEMENTATION OF EXAMINATIONS. This guideline may also be followed in the administration of the facility-specific written examinations. For the administration and conduct of oral board evaluations, refer to DOE-STD-1080-95, "Guide to Good Practices for Oral Examinations."

Personnel Responsibilities

It is recommended that a neutral individual who is not associated with the exam administer and proctor the examination. In addition, the following must be addressed.

- C Scheduling the test
- C Signing an exam security statement
- C Requesting testing materials as needed
- C Reserving and securing a proper room for administration of the test
- C Maintaining test security while in possession of the testing materials
- C Distributing exam materials to candidates
- C Reading directions to candidates
- C Answering candidates' questions
- C Timing the examination
- C Proctoring the examination while it is in progress
- C Collecting testing materials at the end of the testing session
- C Returning used tests and completed answer sheets to the Training and Development Group (TDG) (or other designated person, as appropriate)

Scheduling Tests

Tests may be scheduled as needed by supervisors of candidates ready for qualification. TDG should be notified at least two weeks prior to the date of administration so that tests can be assembled or generated and materials delivered.

Transportation of Testing Materials

When a test has been scheduled, the TDG staff will provide the following materials:

- C The appropriate number of tests (one test for each candidate scheduled to take the examination) with Answer Key, if required
- C Answer sheets (extras will be delivered to account for possible errors)
- C A copy of this guideline

Test Security

The tests are considered secure materials. Testing materials should be stored in a secure, locked location (such as a file cabinet or closet). Only authorized personnel (supervisor, exam administrator) should have access to testing materials prior to administration of the test.

Test Environment

The test should be administered in a quiet room well away from the distractions of telephones, people talking, radios, beepers, etc. In addition, the room must be well lighted and ventilated and kept at a comfortable temperature. The candidate should NOT be paged or otherwise interrupted while taking the examination.

The room should be large enough to accommodate the number of candidates taking the exam, allowing for candidates to sit far enough apart to ensure privacy.

The proctor will post a sign reading "Exam in Progress, Do Not Enter" on the room door once the exam is ready to be given.

Distributing Test Materials

When candidates arrive at the scheduled testing site, they should be seated. The proctor distributes one answer sheet and one test booklet to each candidate. The proctor may also need to supply Number 2 pencils with erasers.

Read the directions on how to fill out the answer sheets. Most candidates will have had previous experience filling out such answer sheets. However, a candidate may find that he or she has placed information in the wrong fields. If this occurs, assess how long it will take the candidate to correct the mistakes. If it will take more than a few minutes, supply the candidate with a new answer sheet and collect the old one. Both answer sheets should be returned to TDG.

Candidates will be allowed to use scratch paper if they request it..

Starting the Examination

Once the test materials have been distributed and the proper identifying information provided on the answer sheets, the test may begin. Candidates are not to open their tests until told to do so. Read the directions aloud to the candidates as they read them in their test booklets. Ask if there are any questions. Indicate that no exam-specific questions will be answered once the examination begins. Answer the candidates' questions.

Proctoring and Timing the Examination

Once the candidates have begun the examination, the proctor must stay in the room at all times. Candidates may leave for a break if needed, but only one candidate at a time may leave the room. Collect all of the candidate's testing materials and hold them until he or she returns. Hand over the materials upon the candidate's return.

Announce when the candidates have 30 minutes of time remaining to finish the examination, and when they have 5 minutes remaining. If the candidate completes the exam early, he or she is permitted to leave the exam room, once the test booklet and other materials are given to and checked by the proctor.

Defective Test Booklet

If a candidate indicates that the test booklet is defective, replace the booklet with a new one. Write DEFECTIVE on the defective booklet, along with an explanation of the defect.

Collecting Test Materials

Collect all test materials from the candidates, including the following:

- C Test booklets
- C All answer sheets
- C Any scratch paper used
- C All reference materials

Before the candidates are dismissed, check to ensure each candidate has turned in a test booklet and at least one answer sheet.

Returning Test Materials

All test materials (test booklets, answer sheets, and scratch paper) are returned to TDG. These materials are to be hand-delivered rather than mailed, if possible, in order to keep secure materials from being lost in the mail and minimize scoring time.

Directions for Administering the Test

The following directions are provided for the proctor and the candidates. The proctor should read the directions in the dialogue boxes.

Welcome to the Facility Representative qualification examination. You will be receiving a test booklet and examination from me. If you need a pencil or scratch paper, I will provide them. You will have 2 hours to complete this examination. This should be sufficient if you do not spend too much time on any one item. If you do not know the answer to an item immediately, skip it and come back to it at the end if you have time. I will announce when you have 30 minutes remaining and when you have 5 minutes remaining.

If you need to leave the room during the test, let me know and I will hold your test materials until you return. Only one person may leave the room at one time.

Do you have any questions?

Answer any questions the candidates have.

I will distribute answer sheets at this time. Use a Number two pencil to complete the answer sheet. If you need a pencil, I will provide one.

Distribute answer sheets, and pencils if any candidates need them.

Please fill out the name and date blocks on your answer sheet, and sign the exam security statement at the bottom. Do you have any questions?

Answer the candidates' questions and allow them time to fill out the requested information on the answer sheet.

I will now distribute the test booklets. Do not open them until I tell you to begin.

Distribute the test booklets, and provide scratch paper to any candidates who request it.

Open your test booklet to the first page and read the directions to yourself while I read them aloud to you.

This examination measures the knowledge and skills needed to perform the job of Facility Representative at the Oak Ridge Operations facilities. This exam is one of several parts of the qualification process. The exam consists of 50 test items, and you will have a total of 2 hours to complete it. This should be sufficient if you do not spend too much time on any one item. If you do not know the answer to an item immediately, skip it and go on to the next one. Come back to those items you skipped if you have time. Guess if you are not sure of the answer. You will not be penalized for guessing.

Read each item carefully before you mark the answer sheet. Mark one correct answer for each item.

You may write in your test booklet, but be sure that you transfer all your answers to the answer sheet. Only the answer sheet will be graded. If you mark the correct answer in your test booklet but do not transfer it to the answer sheet, it will be counted as incorrect.

Do you have any questions? Remember that I will be unable to answer any questions once the exam begins.

Answer the candidates' questions.

Turn your test booklet to Item 1 and begin the exam.

Begin timing the exam. When there are 30 minutes of testing time left, say:

You have 30 minutes remaining.

When there are five minutes of testing time left, say:

You have five minutes remaining.

When 2 hours have elapsed, say:

Your time is up. Please stop work and close your test booklet. At this time, look over your answer sheet carefully and make sure that you have responded to all the test items and that you have fully erased any mistakes or stray marks.

Allow the candidates several minutes to check their answer sheets.

At this time, I will collect your test booklet, answer sheet, and scratch paper.

Collect all test booklets, answer sheets, and scratch paper

Before dismissing candidates, the proctor must check to have one test booklet and at least one answer sheet from each candidate.

You will be informed of the results of this examination. You are now free to go.

ATTACHMENT 1

Examination Guidance and Flow Path

Examination Guidance

1. There will be 50 items on the generic exam.
2. The passing grade is 80%; however, each candidate shall achieve the "100%-effective standard" as described below in Section 8.
3. Candidates will have two hours to complete the exam.
4. Each candidate will fill out an answer sheet to be scored.
5. The answer sheet will have "bubbles" or "circles" rather than "boxes," "squares," or "rectangles."
6. The answer sheet will have a space for name and Social Security number.

Exam Flowpath (example)

1. TDG is notified by the supervisor of candidates scheduled for an exam.
2. Exam materials are delivered by TDG..
3. The designated proctor administers the exam.
4. The candidates take the exam on the scheduled day.
5. The proctor collects the exams, answer sheets, and scratch paper.
6. Answer sheets or test booklets are scored by TDG or the proctor, as appropriate.
7. TDG ensures the Facility Representative supervisor reviews the results.
8. To achieve the "100%-effective standard," the candidate's supervisor has two options:
 - C The supervisor or qualifying official informs the candidate that he or she will need to prepare for an oral quiz covering those items on the exam which the candidate missed. The candidate then schedules a time for the oral exam with the supervisor or qualifying official. The supervisor or qualifying official conducts the oral exam, documenting that the candidate has successfully answered the question.
 - C The supervisor or qualifying official directs the candidate to research the correct answers for those items on the exam which he or she answered incorrectly, and to prepare written answers and the bases for the answers. The candidate submits the responses to the supervisor or qualifying official, as appropriate, with suitable notation made in the candidates's file.
10. If the candidate fails the exam, the candidate and supervisor will prepare a plan for remediation and a schedule to retake the exam.

11. Once the candidate passes the written exam and demonstrates the 100%-effective standard to the satisfaction of the supervisor or qualifying official, that person signs off that the candidate has successfully completed this phase of the qualification process.

ATTACHMENT 2

STUDENT DIRECTIONS

This examination measures the knowledge and skills needed to perform the job of Facility Representative at the Oak Ridge Operations facilities. This exam is one of several parts of the qualification process. The exam consists of 50 multiple-choice items, and you will have a total of 2 hours to complete it. This should be sufficient if you do not spend too much time on any one item. If you do not know the answer to an item immediately, skip it and go on to the next one. Come back to those items you skipped if you have time. Guess, if you are not sure of the answer. You will not be penalized for guessing.

Read each item carefully before you write your answer. Mark only one correct answer for each question.

You may write in your test booklet, but be sure that you transfer all your answers to the answer sheet. Only the answer sheet will be graded. If you mark the correct answer in your test booklet but do not transfer it to the answer sheet, it will be counted as incorrect.