

# CERTIFICATION PROGRAM

## EXAM INSTRUCTIONS - PROCTOR



Individual exams are conducted under the auspices of the HSCG. All rules and responsibilities contained in this document must be adhered to in order for the exam to be valid and recognized for HSCG Certification. Failure to comply with the rules will cause the exam results to be invalid.

If the exam cannot be given on the agreed upon date, with the approved Proctor and Test Location, the Member is to immediately notify HSCG Certification by email to evaluate the situation.

### BEFORE THE EXAM

- 1) Review documents enclosed in the mailing envelope at least a day before the exam. Email [certification@soapguild.org](mailto:certification@soapguild.org) to verify you have received these documents, and if there are any questions or issues. Members registered to take exams are listed on the "Attendance Sheet".
- 2) When Examinee arrives, check their identification against their photo ID and have them sign the "Attendance Sheet". Hand the Examinee the "Exam Instructions for an Individual Exam".
- 3) Instruct the Examinee where they are to sit. Only pens, pencils, and 4- function nonprogrammable calculators are allowed on the desk. No scratch paper is allowed.
- 4) If you will be monitoring the Examinee at all times, then all other items need to be placed on the floor. If you will monitor the Examinee on a periodic basis, for instance every 10 minutes, their other items need to be stowed outside of the test area.
- 5) No electronic devices (other than calculators) are permitted on the desk. Cell phones and pagers must be turned off.

### DURING THE EXAM

- 1) The allotted time for the exam is 1 hour for a Basic or Advanced Exam, 3 hours for an Expert or Master Exam. The exam time starts when you hand out the exam. You will keep track of the time and notify the Examinee when the time is up.
- 2) Provide instructions on how the Examinee is to turn in the exam if completed before the time is up.
- 3) The Examinee is not allowed to talk to anyone other than the Proctor during the exam.
- 4) The Proctor is responsible for maintaining an environment suitable for conducting the exam.

### AT THE END OF THE EXAM

- 1) When the exam time is up, the Examinee is to turn in their exam to the Proctor.
- 2) Allow the Examinee time to fill out the "Certification Survey" and "Question Issues". These documents are to be returned to the Proctor.
- 3) The Proctor accounts for all documents listed on the "Exam Return Checklist" and signs the Checklist. The documents are immediately placed in the prepaid mailing envelope and the envelope sealed. No documents are to be copied, reproduced, or retained.
- 4) Place this envelope in the US postal mail within one (1) business day of the exam. Please email [certification@soapguild.org](mailto:certification@soapguild.org) to verify you have mailed these documents.

We appreciate your willingness to proctor this exam. If you have any suggestions for improving our handling of the documents and proctor instructions, we would like to hear about them.

Please include either a letter with the envelope or else email to the address below.

#### HSCG CONTACT INFORMATION

Phone: 866-900-SOAP (866-900-7627)

Email: [certification@soapguild.org](mailto:certification@soapguild.org)