**BOARD POLICY**

## MICROSOFT OFFICE SPECIALIST TESTING POLICY

La Conner Regional Library (LCRL) is proud to be a Certiport Authorized Test Center (CATC) for the Microsoft Office Specialist (MOS) test, as part of the Washington State Library (WSL) Microsoft IT Academy program.

### ARTICLE 1: EXAM FEES

For La Conner Regional Library District residents with a library card, the first exam (and one re-take) is free with a certificate of completion from a WSL Microsoft IT Academy Microsoft Office course (e.g., a Microsoft Word 2013 course completion certificate from candidate for the 2013 MOS Word Exam). Subsequent exams, and for any non-resident candidates, will be $50, which includes one free exam re-take. No proctoring fees will be charged. Payments accepted in cash or check.

### ARTICLE 2: EXAM AVAILABILITY

Exams must be scheduled at least 1 week in advance, and will be administered between 10am and 4pm, Wednesday through Friday.

### ARTICLE 3: CANDIDATE POLICIES

Test Candidates, Proctors and Administrators must adhere and/or enforce all of the following policies when taking or administering an exam at a Certiport Authorized Testing Center.

- Upon arrival at the testing center, Test Candidates must present their personal identification bearing a photograph and signature.
- Test Candidates may not take recording devices such as paper/pencil, cameras, PDAs, computers, or communication devices such as cell phones, or pagers into the testing area.
- Test Candidates must not communicate with other Test Candidates either in the testing room, or in any other area of the testing facility during authorized testing breaks.
- Test Candidates must read and accept the terms of the *Non-Disclosure Agreement* presented prior to the start of the exam.
- Test Candidates must not remove exam content from the testing area, and must not reproduce exam content outside of the testing area.

- Test Candidates must abide by the terms of the *Retake Policy*.
- Test Candidates found to have violated testing center rules may lose any existing certifications and may be made permanently ineligible for additional certifications.

**Please Note:** In certain circumstances, the computer on which a Test Candidate is taking the exam may stop responding, or produce an error condition in which continuation of the exam would not be possible. If a Test Candidate experiences this or any other computer interruption, they must notify the Certiport Authorized Testing Center (CATC) Administrator and/or Proctor immediately to restart the exam. When the computer is restarted and/or the error condition resolved, the Proctor will launch the software again and the Test Candidate will choose the "In-Progress" exam, which will return them to the point at which the interruption occurred. The software will retain the exam progress and time remaining up to the point of termination, as long as the exam is resumed on the same computer in which it was started.

## ARTICLE 4: PHYSICAL TESTING ENVIRONMENT

Certiport requires its CATCs to ensure an appropriate physical testing environment, and that administrators and proctors are sufficiently trained to provide good quality oversight of testing. Certiport Authorized Testing Centers are required to strictly enforce all of the following rules:

1. Ensure the testing area is a professional environment where Test Candidates may take the exam without interruptions.
2. Ensure that each test is actively proctored with an unobstructed view of each Test Candidate in the testing area. The proctor is to be located in the same room with the Test Candidate.
3. If partitions are not available for the testing stations, ensure that Test Candidates are seated far enough apart to minimize distractions and prevent cheating. The recommended distance is four feet.
4. While testing is in progress, use of equipment such as printers, fax machines, copiers, telephones, or other electronic devices is not permitted in the testing environment.

## ARTICLE 5: CANDIDATE CHECK-IN AND EXAM PROCEDURES

1. The CATC will maintain a log showing when the Test Candidate signs in and out.
2. The CATC will verify the Test Candidate's identity with at least one form of valid identification (containing both a photograph and the Test Candidate's signature).
3. The CATC/Proctor will not allow recording or electronic devices in the testing area. Such devices include: paper, pens, pencils, cameras, computers, or cell phones. Additional Test Candidate property, such as books or bags, should be stored outside the testing environment or inaccessible during the exam.
4. The CATC/Proctor may permit a Test Candidate to take a break during testing if requested, but must inform the Test Candidate that the testing clock cannot be stopped during the break. Test Candidates will not be permitted to conduct activities during a break that may compromise exam security - including use of a telephone and/or

communicating with other Test Candidates. Candidates must sign out and back in for each break.

5. The Proctor will confirm that the Test Candidate's ID matches the Certiport account information on the Proctor Validation Screen prior to launching the exam.

6. Proctors may answer questions regarding the functionality of the exam software, but may not answer questions or provide instructions related to exam content.

## ARTICLE 6: PUBLIC TESTING CENTERS

1. Accurate scheduling information will be included on the CATC locator, and should be updated as needed.

2. Only those library staff members who are thoroughly trained Certiport offerings and procedures will respond to exam scheduling requests.

3. The CATC Logo will be posted in a location that is visible to Test Candidates prior to entering the facility.

4. The CATC will greet the Test Candidates in a professional manner and provide testing policies and procedures prior to the beginning of the exam.

## ARTICLE 7: ACCOMODATION OF DISABILITIES

As a worldwide provider of certification exams, Certiport is committed to ensuring that those persons with the desire to certify their proficiency in the use of computers should have the opportunity to do so. Certiport and La Conner Regional Library, accordingly, embrace the Americans with Disabilities Act (ADA) as well as other global accommodations for disabilities designed to advance those goals.

In keeping with this commitment, Certiport will continue to explore expansions and refinements of its products and services to enable greater numbers of certification examinees with documented disabilities to register for, schedule and take certification exams.

Certiport and La Conner Regional Library require additional advance notification of requests for accommodation(s) as well as a reasonable amount of time to review and implement such requests. Certiport and its CATC's are not obligated to accommodate examinees with language limitations unrelated to a documented disability (i.e.; English as a second language, literacy, etc.), nor to provide unlimited time for the completion of exams that are designed to certify not only knowledge, but also efficiency in the use of desktop computers.

Accommodations may include:
- Extended testing time
- A separate testing room or larger testing area
- A test assistant (reader or surrogate)
- Use of assistive technology or accessibility features, including screen readers such as JAWS and screen magnification software (Please contact the Library to inquire about availability of such software.)

Changes in the Certiport software will require the testing candidate to contact Certiport [instructions are on their website](#).

Effective:  November 12, 2014

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