



**CompTIA Client Proctored Delivery System
Test Administrator Guidelines and Policies**

Introduction

Welcome and congratulations, you have been selected to become a CompTIA proctor in the Client Proctored IBT Delivery system! This guide describes the policies and procedures CompTIA has developed for the Client Proctored Delivery system. It provides information regarding standard tasks, processes and policies that CompTIA proctors should follow to ensure that security is maintained and the candidate experience is positive.

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Test Administrator Objectives

Proctors are expected to:

- Be courteous and professional
- Deliver exams in a timely manner
- Follow procedures described in this “CompTIA Test Administrator Requirements and Guidelines” Document
- Report unusual or suspicious activity to CompTIA
- Respond with complete, accurate and timely information during an investigation of unusual activity

Test Administrator Restrictions

1. Test Administrators must be 18 years of age or older.
2. Test Administrators must submit a photo ID as confirmation that he/she meets CompTIA’s Test Administrator age requirements.
3. Test administrators may not be currently enrolled as students at the test site.
4. CompTIA employees are prohibited from acting as proctors for CompTIA exams. Any former CompTIA employee must wait a minimum of six (6) months after ending employment, before becoming a proctor.
5. CompTIA contractors and/or consultants are prohibited from acting as proctors for CompTIA exams. Any former contractor or consultant must wait a minimum of six (6) months from the contract end date, before becoming a proctor.
6. Test administrators are prohibited from:
 - a. Giving assistance to candidates during the exam;
 - b. Attempting to take a CompTIA exam for someone else;
 - c. Taking a CompTIA exam without being properly proctored by another certified test administrator;
 - d. Administering CompTIA exams to family members or members of your immediate household;
 - e. Violating CompTIA’s retake policy;
 - f. Tampering with the operation of the testing system or attempting to use it for any unauthorized purpose;
 - g. Otherwise violating the terms of the CompTIA Candidate Agreement;
 - h. Otherwise failing to follow CompTIA testing policies, procedures and instructions.

You represent and warrant that you are not in violation of the test restrictions and that you will refrain from engaging in all prohibited conduct. If you are found to be in violation of CompTIA testing policies you will be asked to resign or will be terminated from the test administrator position immediately. CompTIA may take further action such as invalidating any affected test results, revoking certifications, placing restrictions on future testing and invoking any other remedies available to CompTIA under applicable law.

Test Administrator Passwords

1. A unique username and password is assigned to each Test Administrator.
2. Test administrators must not share their Username or Password with anyone.
3. Do not write down Usernames or Passwords for any reason.

Maintaining Security

CompTIA is committed to providing a secure and convenient environment in which to conduct examination testing. You are an integral part of this process. Every proctor has a responsibility to help maintain security and ensure that CompTIA certifications maintain value to the certification holder. It is important that you become familiar with our below security policies and procedures and know how to respond when and if security problems occur. Please work with us to provide a high level of security when proctoring.

Exam Security Policy

General Security Requirements

1. The Test Administrator must sign the “CompTIA Test Administrator Agreement” and return to CompTIA prior to their credentials being issued.
2. Every candidate must present the proper forms of identification (see “Identification Requirements” section below) and agree to the “CompTIA Candidate Rules Agreement” before being permitted to register for a Client Proctored exam.
3. Every candidate must sign a log-in sheet before being admitted to the testing room to begin the exam and must also initial the time the exam ends. (See page 6)
4. The testing site must not give unauthorized personnel access to servers or exam delivery workstations.

5. USB drives, cameras, devices for taking notes, other recording devices or other writable electronic media are not allowed into the testing room.
6. The Test Administrator must notify CompTIA immediately if any items have been lost or stolen, or if there is a possibility that something has been stolen.
7. Each Test Administrator must have his or her own user account with a name and password.
8. All exam exhibits and other materials (such as log-in sheets) must be accounted for on a daily-basis and sent to CompTIA at the end of the testing period. Log-in sheets along with any Parent/Guardian consent forms must be uploaded and available for CompTIA review at <https://www.comptia.org/contact-us/comptia-client-proctor-test-delivery-system/upload>
9. Candidates are not permitted to bring personal items into the testing room (except for their personal laptop, if that is what will be used to deliver the exam).
10. All exams must be taken with a CompTIA Test Administrator present.

Prohibited Items in testing room

No electronic devices of any kind will be allowed in the test room (except for personal laptops that are used to deliver the exam). This includes, but is not limited to:

- Cell phones
- PDAs
- Cameras
- Pagers
- Mass storage class adapters (i.e. USB memory sticks.)
- Calculators
- Watches and watch alarms
- Listening Devices, i.e. Radio, Headphones

No writing instruments of any kind will be allowed in the test room. This includes, but is not limited to:

- Pencils, Pens, Highlighters, etc.
- Paper of any kind
- Scratch paper is not allowed in the test room

Miscellaneous items not allowed in testing room:

- Purses, Backpacks, Briefcases of any kind
- Food and Drink
- Dictionaries (including translation dictionaries)

Exam Materials

1. Candidates are not allowed to copy, photograph or in any way record exam material or remove exam material from the test room.
2. Candidates are not to have access to the exam prior to the start of the scheduled exam delivery.
3. Only registered Test Administrators are allowed to handle exam materials.

Exam Retake Requirements

The following retake policies will be enforced in the Client Proctored system when a candidate schedules an exam appointment (the retake requirements cannot be waived for any reason):

- If a candidate passes an exam on the first attempt, he or she must wait twelve calendar months before taking that exam again, unless CompTIA changes the exam objectives and issues a new series code.
- If a candidate fails an exam the first time, he or she may take the exam a second time with no restrictions. If the candidate fails on the second attempt or on any subsequent attempt, he or she must wait at least 14 calendar days before taking the exam again.

Identification Requirements

Candidates must show two forms of identification during the check in process. One form must be a valid, non-expired, government-issued ID containing both a photo and signature. The second form of ID needs to be valid and contain a signature. If candidates do not meet these identification requirements, the candidate should **NOT** be allowed to test.

- Acceptable Forms of Photo Identification
 - Government-issued Driver's license/permit
 - National/State/Country Identification Card
 - Passport
 - Passport cards
 - Military ID
 - Alien Registration Card (Green Card, Permanent Resident Visa)
- Acceptable Forms of Secondary ID

- U.S. Social Security Card
- Debit/(ATM) Card
- Credit Card
- School ID (without a signature for minors is acceptable)
- Any form of ID on the above Photo Identification list

Note: In Japan, the blue colored (not pink) Health Insurance Card is an acceptable form of secondary identification. However, the paper form of the Health Insurance is not acceptable.

- ID Exception for Minors (under 18 years old):
 - Student needs to be accompanied by an adult who has proper government issued ID.
 - The adult needs to sign next to the minor on the log-in sheet to verify the student's identify.
 - In lieu of above, only for the Client Proctored delivered exams, a Parent/Guardian consent form can be completed and returned to the Proctor, prior to testing.

Candidate Misconduct

A test administrator must contact CompTIA and note the incident in the log-in sheet if any of the following misconduct occurs:

1. Giving any other candidate, or receiving from any other candidate, assistance of any kind related to any CompTIA certification examination during such examination;
2. Using any aids, notes, equipment or other materials, except those expressly allowed by CompTIA, during any CompTIA certification examination;
3. Attempting to take any CompTIA certification examination for someone else;
Failing to follow test regulations or instructions of a testing facility administrator or otherwise violating any testing facility regulations or policies;
4. Causing a disturbance of any kind during test delivery;
Removing or attempting to remove questions and/or responses (in any format) or notes, note board or scratch paper from the testing room;
5. Tampering with the operation of the testing room or attempting to use the computer (or personal laptop) for any function other than taking a CompTIA certification examination during such examination;
6. Talking in the testing area; and

7. Otherwise violating the terms of the “CompTIA Candidate Agreement” or CompTIA Exam Policies.

If a test administrator witnesses any misconduct he/she should:

1. Terminate the candidate’s exam immediately.
2. Retain all materials related to the incident (i.e. notes confiscated) and forward them to the CompTIA Security Director (examsecurity@comptia.org).
3. Inform the candidate that he/she can contact examsecurity@comptia.org for information on the incident.

Candidate Rules Agreement, Log-In Sheets and Parent/Guardian Consent form

“CompTIA Candidate Rules Agreement” and “Sign-in/Sign-out Log” Documents:

- Each candidate must agree to and accept the “CompTIA Candidate Rules Agreement” document. This document is presented to the candidate during the PearsonVUE exam registration process. If the candidate chooses not to accept the “Candidate Rules Agreement” the candidate will not be allowed to register for the exam and the registration process is ended.
- The test administrator must maintain a Log-in/log-out sheet for all candidates.
- In the Anywhere Proctor “Sign log-in log-out sheet” the following must be completed:
 1. The candidate and Test Administrator must print his or her name in Column A and B.
 2. The Test administrator should then proceed to fill in the Exam Series code and date of the exam.
 3. Next, the Test Administrator must acknowledge by initialing in the “Valid ID Check” columns (Primary ID and Secondary ID columns) that a valid photo ID and secondary ID or Guardian consent form has been presented by the candidate and signature checked.
 4. Candidates should fill in and initial the sign-in time once he or she is ready to begin the exam and fill in and initial the sign out time when the candidate has completed testing and collected his or her belongings.
 5. The unscheduled break column is for the test center to fill in if the candidate needs to leave the exam for *any reason*. The test time will continue during an unscheduled break.

6. The final column is the ‘Incident’ column, if you, as the Test Administrator notice any security issues or concerns, please note it in this field for the candidate in question. Submit a separate sheet, if more space is necessary, explaining the incident. CompTIA will open an investigation of the incident.
 7. The log-in sheet is to be uploaded to CompTIA, along with any Parent/Guardian consent forms, after the testing event
- Upon completion of all candidates testing, the Test Administrator will upload a copy of the log-in sheet and any Parent/Guardian consent forms at:
<https://www.comptia.org/contact-us/comptia-client-proctor-test-delivery-system/upload>

Candidate Check in Process

Before a candidate begins the exam, the candidate must be checked-in through an admissions process, which typically involves verifying the candidate’s appointment, checking the candidate’s ID, and more. Once you complete the check-in process, you may then allow the candidate to start the exam.

Follow the steps below:

1. Greet and welcome the candidate.
2. Ask the candidate for two forms of Identification (See Identification requirements for more details on this step). You MAY NOT allow a candidate to test for an exam if he or she does not have an appropriate form of identification.
 - i. Check that the ID is valid (not expired).
 - ii. Verify that the candidate’s name on the ID matches the same shown on the exam registration screen.
 - iii. Verify that the photograph on the ID looks like the candidate
3. Confirm the exam that the candidate is taking and remind the candidate that there are no scheduled breaks during the test time.
4. Collect the Parent/Guardian consent form, if not previously turned in.
5. Have the candidate fill out their name on the Log-in sheet.
6. Compare the signature on the ID to the Log-in sheet.
7. Hand back the ID to the candidate.
8. Inform the candidate that no materials or personal items are allowed in the testing room. Have the candidate lock-up **ALL personal items** in a safe location.

9. Complete the other sign in columns in the log sheet.
10. Have the candidate sign into the exam via VUE's website at <https://home.pearsonvue.com/comptia/client-proctored/test-takers>
11. Check the candidate's workstation and confirm all security guidelines are being followed. Sign into the workstation at the appropriate screen and authorize delivery of the exam.

Candidate Check out process

After a candidate is done with the exam, the candidate must complete the check out-process. Please follow the steps below:

1. Ensure the survey has been completed and the score report is on the screen and have the candidate select "end exam".
2. Confirm the candidate has logged off the Client Proctored system and does not remove any materials from the testing room.
3. Have the candidate note his/her log out time on the Log-in sheet.
4. Make sure the candidate collects all personal belongings
5. Review the Log-in sheet for all candidates at the end of the day and forward to CompTIA, along with any Parent/Guardian Consent forms. Upload at <https://www.comptia.org/contact-us/comptia-client-proctor-test-delivery-system/upload>