



Knowledge Test Proctor (KTP) Training Guidelines

(For use in: Arizona NA; Arizona Caregiver/Manager; Montana NA/MA; North Dakota; Oklahoma LTC/HHA, MA, IIA; South Dakota; Ohio MA-C; Ohio Lead, Ohio GXMO; Idaho FM)

This is an instructional handout designed to quickly answer Testing Service Contractor/RN Test Observer questions regarding the training and certification of Knowledge Test Proctors (KTPs) in the administration of the Knowledge Test.

BECOMING A KNOWLEDGE TEST PROCTOR (KTP):

To become a Knowledge Test Proctor (KTP), an individual must receive these instructions from a certified RN Test Observer as assigned by a Testing Service Contractor or directly from D&SDT-HEADMASTER staff in some situations, sign Form 1511 IC-Actor/KTP Training Affidavit certifying that they received and understand these instructions. The KTP would have/should have filled out and signed a Testing Service Contractor generated application and must sign Form 1501 IC-Confidentiality/Nondisclosure Agreement which will be submitted to D&SDT-HEADMASTER and must be trained with the state-approved materials that are included in these guidelines. The individual must also meet the criteria listed below. After accomplishing these tasks, the person may then be used as a KTP. These guidelines will be given to KTPs for their continued review.

Please do not hesitate to contact D&SDT-HEADMASTER at (800)393-8664, (877)851-2355, or (888)401-0462 with any questions at any time.

WHO CAN BE A KTP?

To qualify as a KTP, the KTP must meet the following criteria:

1. **KTPs need to understand that they are not eligible to sit for the State NA competency test for six (6) months from the date that they last worked as a KTP.**
2. KTPs must be of legal working age in the State they are working. Minors must also have a work permit where required by State law.
3. KTPs must be trained and certified with these state-approved materials.
4. KTPs must fill out and sign a Confidentiality/Nondisclosure Agreement Form 1501 IC and a KTP Training Affidavit Form 1511 IC.
5. After completion, the original 1501 IC and 1511 IC must be imaged and attached to an email to hdmaster@hdmaster.com, faxed to (406)442-3357, or mailed to our Helena, MT office (P.O. Box 6609, Helena, MT 59604) for inclusion into the approved and certified KTP database.
6. A KTP may **NOT** be a Nurse Aide or Medication Aide/Assistant Test Candidate who has not tested.
7. A KTP may **NOT** be a student in any Nurse Aide or Medication Aide/Assistant training program or other competency examination training program that testing is being administered.
8. KTPs can be registry active Nurse Aides, testing team family members, volunteers, etc.

COMPENSATION FOR BEING A KNOWLEDGE TEST PROCTOR:

KTPs may be volunteers. For non-volunteer KTPs, the Testing Service Contractor should pay KTPs an agreed-upon remuneration for assisting with the administration of an NA Knowledge test, at the rate agreed upon by both parties. RN Test Observers must be sure to include the KTP's name for the test events the KTP participates in, so D&SDT-HEADMASTER staff can contact them for test dispute investigations when needed.



TEST DAY:

Knowledge Test Proctors should report to the Test Site at least 30-45 minutes prior to testing.

- The Knowledge Test Proctor will assist the RN Test Observer in assessing the Test Site prior to administering any tests to make sure all equipment and supplies are available, the test areas are free from distractions, and the two test areas (knowledge test room and skills lab, if applicable) are only being used for testing.
- The KTP ensures the knowledge test area is well-lighted and ventilated.
- Become familiar with the locations of the fire exits, restrooms, drinking fountains, etc.
- Make sure that approximately 4 feet will separate candidates on all sides for the Knowledge Test. Four or more candidates may be taking the Knowledge Test at any one time, so as much space as possible should separate the candidates.
- **AUDIO (ORAL) VERSION OF THE KNOWLEDGE TEST:** Earbuds/headsets must be provided for candidates who are scheduled to take an Audio Version of the Knowledge Test. Some test sites will have earbuds/headsets available. It is the test team's responsibility to ensure proper equipment is available and working.
 - If there are audio (oral) versions of the knowledge test, be sure to set them up before the audio (oral) test candidates come into the knowledge test area.
 - With electronic testing, the controls for the oral 'player' will be on the computer screen and earbuds/headsets will plug into the computer speaker/earphone jack.
 - For paper knowledge tests (very rare), an MP3 player will be provided along with the knowledge test booklet. Instruct audio (oral) test candidates on how to use the computer controls or MP3 player for the audio (oral) audio player.
- Make sure any pre-approved ADA accommodations are in place. The RN Test Observer will be aware of any pre-approved ADA accommodations and will help the KTP set up for any accommodation that D&SDT-HEADMASTER and/or the State agency has granted.

WHEN CANDIDATES SIT FOR THE KNOWLEDGE TEST:

1. You will be provided with a Knowledge Test Checklist (provided by the Testing Services Contractor/RN Test Observer) that needs to be followed step-by-step for every knowledge test event administered.
2. Make sure to place the Knowledge Test Instructions (provided by the Testing Services Contractor/RN Test Observer) in the waiting area for candidates to read before going into the knowledge test room and between each workstation for candidates to refer to during testing if needed.
3. All electronic devices (cell phones, smart watches, fitness monitors, etc.) must be turned off and put in a designated area (an example would be the front of the room by the door) when the candidates come into the Knowledge Test Area. (KTP's phones must be silenced also!)
4. If candidates walk into the testing room with personal items, such as a coat, purse, book bag, etc., inform them that they must leave all personal items in the designated area and not forget the item when they leave the knowledge test area.
5. You should introduce/re-introduce yourself to the candidates before beginning the knowledge test.



6. You must verify each candidate's identity by asking to see the US government, non-expired, signed, photo identification they presented to the RN Test Observer when they first arrived and signed in on the Examiner's Report-Form 1250.
 7. Make sure the name on the ID matches the name of the person pulled up on the knowledge test screen or on the Scantron form provided with the candidate's paper test booklet.
 8. You must ask the candidates if they have any questions about the Knowledge Test Instructions they read while they were in the waiting area. You may **NOT** answer questions about the Knowledge Test itself or the content thereof. Additionally, as stated above, a copy of the knowledge test instructions should be placed at each knowledge test station for candidates to reference at any time during the exam.
 9. **Specifically ask:**
 1. "Do you understand the Knowledge Test is timed."
 2. "Do you know that you will have _____ (State allowed) minutes to complete the knowledge exam."
 3. "Do you understand that you may not have any form of electronic device on your person while taking the knowledge test."
- **UNDER NO CIRCUMSTANCES MAY ONE CANDIDATE'S TEST BE USED FOR ANY OTHER CANDIDATE.**
 - Be organized and conduct the test efficiently and quietly.
 - Use a watch or visible wall clock to accurately time the test. Allow NO MORE THAN _____ (State allowed) minutes for the Knowledge Test.
 - Be sure to announce the start time and **you must announce when 15 minutes are left.**
 - The KTP should circulate around the room frequently during testing to be very aware of potential cheating.
 - The KTP should have a field of vision such that they can generally see what is on each candidate's computer screen at all times. Be aware of any candidates who are not on the WebETest© knowledge test question screens.
 - Set an appropriate tone/environment and protect candidates from disturbances.
 - **NEVER ALLOW CANDIDATES TO BE LEFT UNSUPERVISED AT ANY TIME, FOR ANY REASON!**
 - Ensure that no smoking, eating, or electronic device activity (navigating to other browsers - phone usage - texting - wireless - Bluetooth communication, smart watches, smart pens, etc.) takes place during testing.
 - The KTP should never engage in any activity that would divert their attention from the candidates or behave in a manner that would distract the candidates such as talking to others, or texting (your cell phone off - must at least be in airplane mode!!), eating, or reading books and newspapers.
 - Be certain that ALL TESTING MATERIALS are collected. **This includes any State-specific allowed scratch paper or basic calculator (both provided by KTP to candidates) used during the test, if allowed in the state you are testing in. Be aware of any candidates using scratch paper!**
 - If a candidate requests an Audio version of the Knowledge Test, the questions will be on the computer/tablet screen as well as read to the candidate through the use of an electronic audio player through earbuds/headsets connected to the computer; or on an MP3 player with a paper test booklet to read along as the audio plays.



- As candidates finish with the Knowledge Test, they should quietly alert you so you can log them out of the knowledge test on the computer; or quietly bring you their Scantron form, paper knowledge test booklet, scratch paper, and basic calculator, if allowed. Be sure to quietly direct them to the waiting area, to either wait for their Skill Test turn or, if they are finished with both components of the exam, the candidate may leave the test site.
- NEVER interrupt the RN Observer when a skill test is in process unless it is an extreme emergency. If you have concerns or issues signing candidates into their test, issues with an oral exam, issues with a computer, issues with a candidate's ID, etc., **please contact D&SDT-HEADMASTER at:**
 - *During regular business hours, Monday through Friday, excluding holidays, from 8:00AM to 8:00PM Eastern time; 7:00AM to 7:00PM Central time; 6:00AM to 6:00PM Mountain time; and 5:00AM to 5:00PM Pacific time at (800)393-8664, (877)851-2355 or (888)401-0462.*
 - *During non-business hours, from Friday evenings after closing hours to Monday mornings before opening hours, call the on-call number (that will be provided to you by the RN Test Observer).*