**NCLC Proctor Guidelines  
Summary of items listed in Proctor Agreement and Certification Handbook**[**www.LaserCertification.org**](http://www.LaserCertification.org)

**June 2023**

* Proctor should direct examinees at their own courses to download and read the Certification Handbook in advance of attending the course, including the process for retesting if needed.
* Attendees (or proctor) at the proctors training course should submit the application at the time of ordering exams to ensure that they are qualified. If they have not yet completed the online training but are enrolled, the exams will be shipped, but MUST NOT be administered if they have not completed that training 48hrs or more in advance of the test date, which must be confirmed by the NCLC office.  
  If attendee has completed an online or other course instead of the proctor's actual seminar, then applications must be made in advance to the NCLC and approved prior to shipping of exams. (all coursework must be completed prior to approval and shipping of exams, or setting the applicant up for online testing).
* For those exams arranged directly with the NCLC by the applicant, all payments due from the applicant will be handled in advance by the NCLC. NCLC will return a $75 per student fee (subject to change) to the proctor for supervising and administering the exam.
* For those exams ordered by the Proctor for their own training students, the proctor will make payment in full to the NCLC for the exams at the time of ordering them. This should be completed 10-15 business days in advance of the testing for orders outside of the continental U.S., or 5-10 business days from within the continental U.S. so that the exams may be shipped Fedx two day (or similar courier services such as DHL or UPS) to arrive 2-3 days in advance of when they are needed. Proctor pays for shipping both ways. Exams shall be returned in protective Courier’s box or package. For those proctors that have arranged for secure online testing with the NCLC, then the order and payment may be made 5 business days in advance of the testing, whether U.S. or International, and the exam fee provided at a lower cost for online testing compared to shipping of paper exams.
* Proctor agrees to tightly preserve the confidentiality and security of all testing information in their possession. No exams will be copied or photographed in any fashion. Blank application forms may be copied and/or retained by the proctor as needed. (available on the website on the page with the Proctor’s Library and Exam order form at <https://lasercertification.org/contact.html> )
* Proctor agrees to account for and retrieve all examination materials in their possession and return all materials and completed applications, as well as any unused tests in their unopened envelope, to the NCLC within two days following the course utilizing Fedx, DHL, or a service where a signature is required, and the shipment may be tracked. This includes having the examinee return in their testing packet any notes they may have made on blank paper during the testing - they are not to be retained by the examinee. No additional exams will be shipped to proctor until previous exams have all been received and accounted for.
* For exams taken online with the NCLC and under the supervision of the proctor, the proctor will scan and return via email to the NCLC the examinees application form (if not already submitted to the NCLC), confidentiality agreement and proctor evaluation from each examinee. Any notes the examinee made on the blank paper during testing needs to be collected and destroyed by the proctor. No notes are to be taken from the room.
* Proctor will enforce all regulations as listed in the Certification handbook (taking into consideration the different testing environments) that are listed in the Certification Handbook including:
  + Admit examinees and administer and monitor the testing in a controlled fashion according to guidelines in the handbook.
  + No books or materials available for reference during testing  
     reference databases and tables excepted; language translation references are also permitted if English is not the primary language of the examinee.
  + No assistance during the examination to the examinee regarding assistance with answers or explaining content. (May assist if there are typographical or format errors on the exam. May also assist with explaining questions if English is not the primary language of examinee).
  + No cell phone use during the testing period
  + Monitoring bathroom breaks as best able, considering the testing environment
  + Screening all admissions to the testing by photographic ID if that person is not known to the proctor or part of the course enrollment.
  + Enforcement of no talking during the examination
  + Adherence to the time limits allotted
  + Starting all testing at the same time (allowance for late comers, but with no additional time provided for testing).
  + Decline proctoring of exams for which proctor has a direct conflict such as employees, family, faculty at the course, etc.. (For both the individual proctor and organization).
  + Direct Examinees NOT to write on the test booklets at all, including their name.
  + Direct Examinees TO write their name and date on the outside of the envelope in which the test is provided, and also name and date on the answer “bubble” sheet itself.
  + The exam, completed answer sheet, and all application materials and any notes will be returned in the sealed return envelope that is supplied with the exam.
  + Enforcement of other provisions in the Certification Handbook, as listed under the “Rules For Examination” for attendees. Proctors MUST read this in detail and enforce accordingly.
* At the end of the exam the proctor will place the original exam, the completed answer sheet and the completed application form and any notes back in the sealed return envelope to be returned to the NCLC as listed above. Any paper or form from the original envelope will be included in the return envelope.
* Proctor will instruct the examinees that in the event retesting is required, that they may make another application to the NCLC and retest at any of the 755 worldwide ETA locations or arrange for secure online testing with ETA (through NCLC). They may also return to the Proctor to retake the exam, at the discretion of the Proctor. A 30 day waiting period is required before the re-test.

**The following lists will be provided to you as “Proctor Instructions” in your exam packets (written) or in the Proctor Library (written or online testing). They are included here for review as part of the Guidelines.**

**As guidance to the proctor, you should read the following rules to examinees just prior to test taking:**

**THIS IS FOR ADMINISTERING THE WRITTEN PAPER VERSION OF THE TEST**

* This is a closed book exam. Desks must be cleared, and no reference materials used. Exceptions would be a translation dictionary if English is not your primary language.
* There should be no talking during the exam except for questions to the proctor.
* The proctor may answer questions about typographical errors or syntax in questions, but not about clarification of the question itself. (Exceptions for when English is not the primary language)
* Please place all cell phones on silent, and no phone calls taken, nor texting done during the exam.
* You may take bathroom or stretch breaks as needed, as indicated by your proctor.
* All exam materials are to remain in the room. Any attempted copying or photographing of testing materials will result in immediate expulsion from testing, and result in ineligibility for any future exams.
* Once we start the exam and open the envelopes, you'll have \_\_\_\_\_ hours to complete the exam (varies according to which exam).
* Your proctor will first give you a confidentiality statement to sign and return to them. They will then give you the exam envelope.
* When you open the exam write your name and date on the top right of the answer sheet. DO NOT write anything on the exam booklet, including your name. Once finished, place your exam booklet, answer sheet, any notes, and application form (if not completed previously) in the envelope with the exam.
* Once the exam is started, you are free to make notes on a blank sheet of paper or the exam envelope for reference during the exam, but these are not to be copied from any source other than your memory and must be returned in the sealed envelope.
* Please use the #2 pencil provided to mark your answer sheet - completely fill in the circle, do not just make a mark in it. If you change answers, please clearly erase your initial mark, and ensure that your final answer is clear to the grader.
* Please ensure prior to the exam that you have no conflict of interest with either the proctor or organization administering the exam, including family, faculty, employees etc. Taking an exam under such conflict of interest may void the current examination and make the applicant ineligible for any future NCLC Laser Certifications and may revoke the proctor's ability to administer future exams.

**As guidance to the proctor, you should read the following rules to examinees just prior to test taking:**

**THIS IS FOR ADMINISTERING THE ONLINE VERSION OF THE TEST**

* This is a closed book exam. Desks must be cleared, and no reference materials used. Exceptions would be a translation dictionary if English is not your primary language.
* There should be no talking during the exam, except for questions to the proctor.
* The proctor may answer questions about typographical errors or syntax in questions, but not about clarification of the question itself. (Exceptions for when English is not the primary language)
* Please place all cell phones on silent, and no phone calls taken, nor texting done during the exam.
* You may take bathroom or stretch breaks as needed, as indicated by your proctor.
* All exam materials are to remain in the room. Any attempted copying or photographing of testing materials will result in immediate expulsion from testing, and result in ineligibility for any future exams.
* The proctor will provide to each examinee an electronic device such as a tablet or laptop computer that has been dedicated solely for testing and no other use. You must use only these dedicated devices.
* All examinees will have their backs turned toward the proctor so that the proctor may monitor the screens on your device. Leaving the testing pages to open any other page in your browser, or using any other program on the device, will result in immediate termination of the testing and failure of the exam.
* Your proctor will first give you a confidentiality statement to sign and return to them. They will then provide you with your username and password to start the online exam.
* Once we start the exam by passing out usernames and passwords, you'll have \_\_\_\_\_ hours to complete the exam (varies according to which exam).
* When you start your electronic device you’ll open your browser and go to the testing page at <https://lasertraining.learn.trakstar.com> . You’ll enter your assigned username and password to begin the test.
* Answer each question with slow deliberate “clicks” on your choice, then click on the “submit” button. You’ll see whether your choice is correct or not. You cannot change an answer once submitted. Then use the arrow at the bottom right to advance to the next question. Do not double click or click too quickly because you may skip a question.
* Ensure that you advance through ALL of the slides on the test. You’ll see your final score at the end but keep advancing until it takes you out of the program. If it does NOT take you out, then you skipped a question so you should go back to review each question and find the one(s) you missed. If you do not advance all the way through, then your score will not be reported and the testing is invalid.
* Once the exam is started, you are free to make notes on a blank sheet of paper for reference during the exam, but these are not to be copied from any source other than your memory and must be returned to the proctor. They are not to be removed from the room.
* You will see your score toward the end of the program. A 70% or higher is required to pass. You may NOT take a photograph of the screen with your score. The NCLC will receive the scores immediately and then send you an email notification of your status, and any next steps in obtaining your Certification Certificate.
* Once you finish the exam you will no longer have access with your username and password to access it again.
* Please ensure prior to the exam that you have no conflict of interest with either the proctor or organization administering the exam, including family, faculty, employees etc.. Taking an exam under such conflict of interest may void the current examination and make the applicant ineligible for any future NCLC Laser Certifications and may revoke the proctor's ability to administer future exams.