



PEDIATRIC NURSING
CERTIFICATION BOARD

PROCTOR'S MANUAL

“Testing is only as secure as the proctoring”.

The Certified Pediatric Nurse (CPN) Examination

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Important Message to Proctors:

The Proctor's Manual must be read by all proctors before administering the PNCB Certified Pediatric Nurse (CPN®) Test. Administration of the CPN® Exam must follow the standardized process as stated in the Proctor's Manual. Strict compliance is required to assure that all candidates receive the same opportunity to demonstrate their level of knowledge and competence measured by the CPN® Exam.

The CPN® Exam is sponsored by the Pediatric Nursing Certification Board (PNCB). Questions concerning irregularities during the test and questions concerning policy of the PNCB and receipt and return of test materials should be referred to:

Peg Harrison, MSN, RN, CPNP
Associate Director
Pediatric Nursing Certification Board
800 South Frederick Avenue, Suite 204
Gaithersburg, MD, 20877-4152
1-888-641-2767 – pharrison@pncb.org

Time allotment for test:

The CPN® Exam taken as a paper and pencil test requires one half day of testing.

Registration of candidates, distribution of materials,
and instructions to candidates from Script for Proctors: approximately ½ - 1 hour

CPN® Exam administration: exactly 3.5 hours

Registration of candidates, distribution of materials, and instruction may require more or less time than allotted; slight variations in the time schedule are permissible. However, the same schedule must pertain to all candidates. Three and one-half hours (3½)of working time must be allowed for completion of the CPN® Exam.

A. INTRODUCTION

This manual is designed to outline proctors' responsibilities in administering the CPN® Exam. It provides specific information about policies and procedures that are required for management of testing materials and test administration. **Review this manual thoroughly in preparation for administering the test and have it available on the test day.** One proctor is to be provided for every 10 candidates. Proctor's Manuals are made available for each proctor.

B. QUALIFICATIONS AND RESPONSIBILITIES of the CHIEF PROCTOR

The Chief Proctor is designated (selected) by the testing site and is responsible for:

- conducting the test in strict compliance with the regulations outlined in this manual,
- maintaining the complete security of the test materials at all times,
- returning all answer sheets, test books and any other testing materials to the PNCB office within 1-2 days following the test date.

If because of illness or an emergency, the Chief Proctor is unable to administer the test, supervision of the test should be delegated to a responsible person with qualifications similar to those of the Chief Proctor. The PNCB should be notified of any change of Chief Proctor prior to the test date (onsite@pncb.org) if possible.

The duties of the Chief Proctor are summarized below:

1. Become thoroughly familiar with the Proctor's Manual before the testing date.
2. Secure adequate space conducive to good testing.
3. Personally receive and promptly act on all communications received from the PNCB concerning this test.
4. Recruit a sufficient number of competent assistants, if necessary, and have them become familiar with their duties and the Proctor's Manual prior to the test date.
5. Receive, check, and bear full responsibility for the security of all test materials.
6. Plan admission and dismissal of candidates to insure test security.
7. Conduct the test according to instructions to insure that every candidate is tested under a uniform set of prescribed conditions, with adherence to the schedule and minimal disturbance.
8. Contact the PNCB of any serious irregularities.
9. Collect, account for and return all test and administrative materials that were received for the test such as test booklets, scrap paper, answer sheets, attendance rosters, test surveys, shipment roster and test administration report.

C. RECEIVING AND STORING TEST SUPPLIES

The Chief Proctor for this test will be the assigned proctor in the “Agreement to Offer the PNCB Certified Pediatric Nurse Exam”. The Chief Proctor is responsible for the security of all test materials from the time they are received to the time they are returned to the PNCB. It is essential that the materials are kept confidential and secure (stored in a locked area) at all times. No person is permitted to open or examine any test book except the candidate at the time the candidate is tested, or the Chief Proctor, when during the test, a reported error or defect must be inspected. Any exceptions to this policy must have prior authorization from the PNCB. Any suspected breach of security must be reported to the PNCB immediately.

The test books must be counted by the Chief Proctor on receipt of the test materials shipment. The Chief Proctor must notify the PNCB by e-mail (admin@pncb.org) of receipt of the shipment, referring to the Shipping Roster and at that time, report any discrepancies between the shipment roster and the materials received. Each test book will be individually sealed for the candidate to open when instructed by the proctor. **It is absolutely necessary to keep the materials secure and confidential at all times.**

Materials needed to administer the test are supplied by the PNCB and are listed below:

1. Attendance roster of eligible candidates
2. Test Books & Answer Sheets—exact number for candidates
3. Blank note paper—1 piece per candidate
4. Proctor's Manual(s)—1 Manual per
5. Proctor's Script(s)—1 Script per 10 candidates
6. CPN Exam Survey—1 per candidate
7. Seating Form
8. Shipping Roster
9. CPN Exam Administration Report
10. #2 pencils with erasers—to be used as needed
11. Time cards
12. Security envelopes for return of PNCB test books and answer sheets
13. Instructions and materials for returning test materials to PNCB

D. ARRANGING FOR TESTING

1. Testing Room

The testing room should have:

- a comfortable room temperature, low noise level and good lighting and ventilation.
- seating arranged for candidates in alternate seats of alternate rows.
- seats arranged on the same level.
- seats equipped with a writing surface.
- close accessibility to lavatory facilities and drinking water.
- a place provided away from the seating for candidates to store notebooks, books, silenced cell phones, pagers and other electronic or manual devices, drink bottles, purses, bags, coats, jackets, sweaters, hats, luggage, snacks or food, and other personal belongings during the testing period.

The Chief Proctor should have:

- unimpeded access to every candidate.

2. Seating of Candidates

Candidates will be seated at random using one of the recommended seating plans. Candidates are not to select their own seat. Proctors must sketch and fill in a seating chart on the Seating Form at the test site, including name for each candidate.

After all candidates are seated, the doors of the test room should be closed. “Quiet Please! Testing in Progress” signs are provided by the PNCB to be used as needed. Once testing has started no unauthorized person should enter the room.

a. Level Seating:

PREFERRED:

	13	14	15	16
	12	11	10	9
	5	6	7	8
	4	3	2	1

b. Elevated Seating – If it is necessary to use an auditorium with an inclined floor, use the PREFERRED plan above to minimize the opportunity for candidates to observe the answer sheets of others.

c. Tables: Seat candidates a minimum of five feet apart in every direction. Randomly assign candidates to specific seats in each testing room. Seat all candidates facing the same direction.

E. ADMINISTERING THE TEST

1. Registration of Candidates

No candidate may take a test at a time or place other than the one designated.

- Candidates must be pre-registered with PNCB (must be on PNCB roster as a registered candidate).
- Candidates must present 2 forms of identification to gain entrance, one bearing a recent photograph, both bearing signatures. Examples of acceptable forms of identification include:
 - a. Driver's license with photo and signature
 - b. RN license from your state with signature
 - c. Current student ID card with photo and signature
 - d. Military ID card with photo and signature
 - e. Employee ID card with photo and signature
 - f. Valid passport with photo and signature
 - g. Valid credit card with signature
 - h. SSN card with signature

If the candidate does not have a photo ID, one form of ID must contain a physical description (ethnic status, gender, height and weight).

A roster of candidates will be included with test materials mailed prior to the test date. Identification of each candidate will be ascertained at the door. Types of ID (i.e. driver's license, student ID, SSN card, credit card, etc.) submitted should be noted on the roster.

If a candidate reports late with a valid rationale, the proctor may admit the candidate, but no additional time will be allowed to complete the test.

2. Ancillary Supplies

Instruct candidates to bring #2 lead pencils for use in the test. **For the Proctor:** It is advisable to have a small supply of the following materials on hand: #2 pencils (supplied by PNCB) with erasers, pencil sharpener, blank note paper.

3. Timing of Test

The time schedule is to be strictly adhered to. If admitting candidates or distributing test materials takes additional time, the starting time may be altered. No alteration is permitted in the amount of time allotted for the test period (3 and one half hours).

The testing time remaining for the test will be recorded and posted at the front of the test room. Time will be displayed each half hour until the last hour of testing, when time remaining will be displayed in 15 minute increments until the last 15 minutes when time remaining will be displayed in 5 minute increments. Time cards are provided by the PNCB to display time increments.

4. Distribution of Test Materials

Each candidate will be handed one sealed test book and one answer sheet, and one piece of note paper individually once all candidates are registered and seated. No test booklet may be copied or used by more than one candidate. No blank original answer sheets may be copied for candidates.

Unused test books should be placed in a secure spot to return to the PNCB. The exact number of test books sent to the testing site must be returned to the PNCB.

5. Answering Questions about the Test Content

Questions about test content may not be discussed. If a candidate thinks a test item is misprinted or incorrect, instruct the candidate to answer it to the best of her/his ability, and assure the candidate that the appropriate authorities will address the item(s) before the test is scored. Record these questions.

6. Procedures and Policies for Candidate Withdrawal and Dismissal from Test

- a. Temporary Withdrawal: Only one candidate at a time may be permitted to go to the rest room unescorted. The proctor should hold both the test booklet and answer sheet until the candidate returns.
- b. Permanent Withdrawal: If a candidate must withdraw permanently from the test due to illness or emergency, the test materials will be collected and a note entered on the attendance roster.
- c. Early Dismissal: Candidates who finish the test before the testing time is completed may be permitted to leave one at a time. Answer books, answer sheets and note paper must be collected from the candidate. The proctor must:
 - review test booklet to determine if any pages are altered or missing from the booklet,
 - check the answer sheet for correctly entered demographic information,
 - mark the attendance roster with the time candidate finished the test.

7. Supervising the Test

During the administration of the test, the Proctor(s) should observe the candidates to assure that:

- a. Candidates are recording answers correctly.
- b. No one is removing pages or copying questions from a test book.
- c. Candidates stop writing when time is over. Candidates are not to be given time to transfer answers from the test book to the answer sheet once time is called.
- d. Candidates are not communicating with each other in any way.
- e. Candidates that leave the test room are not carrying test materials with them.
- f. **The room is never left unattended by the proctors.**

8. Irregular Incidents

The Chief Proctor has the authority and responsibility to assure that the test is conducted under the prescribed conditions for all candidates and to deal with and document incidents that disturb or deviate from those conditions. If a candidate is suspected by observation of a proctor to be giving or receiving assistance during the test, the following will be done:

- a. The Chief Proctor and at least one other proctor will confirm the observation of giving or receiving assistance during the test, if possible.
- b. The candidate will be moved to another location in the room where it will not be possible to give or receive assistance in any way from another candidate.
- c. Documentation regarding the incident, including the date and place of test, the name and SSN of all candidates observed and a sketch of the seating arrangement must be documented on the CPN Exam Administration Report. The identity and signatures of the witnessing proctors should also be recorded.
- d. The PNCB will be notified if consultation is needed.

9. Collecting Test Materials

When the candidate completes the test or at the end of the allotted testing time, the Chief Proctor will call time up. All test materials will be collected from each candidate with receipt of one answer sheet, one test book and one piece of note paper from each candidate. The proctor must:

- review test booklet to determine if any pages are altered or missing from the booklet,
- check the answer sheet for correctly entered demographic information,
- mark the attendance roster with the time candidate finished the test.

Once all test materials are collected the CPN Exam Survey may be distributed to the candidate to complete before the candidate leaves the room.

10. Closing the Test Session

Test materials are not to be left near exits. Proctors should be stationed at exits to assure that no test materials are carried from the room.

The Chief Proctor will secure (lock) all test materials for return to the PNCB within **1-2 days**.

11. Security of the Test

All proctors must attest with his/her personal signature on the Report of Test Administration his/her responsibilities were carried out as stated in the PNCB Proctor's Manual and to the best of his/her ability the complete security of the test was not compromised in receiving and storing test supplies, arranging for testing, administering the test, and collecting and returning test materials.

12. Return of Test Materials

Test booklets and answer sheets must be placed in the white plastic tamper-proof security envelopes supplied by the PNCB and sealed for return to the PNCB with the other testing materials.

Test materials must be returned to the PNCB office by the Proctor no more than 1-2 days following the test date. For security and confidentiality reasons, failure to return the test materials within no more than 2 days may affect the validity of the test and may jeopardize scoring of the answer sheets. Please contact the PNCB at admin@pncb.org if there will be a delay in shipment of your materials beyond the more than 2 day limit.

The Chief Proctor will **list and return:**

- a. Attendance roster of eligible candidates
- b. Test Books & Answer Sheets—exact number for candidates
- c. Blank note paper—1 piece per candidate
- d. Proctor's Manual(s)—1 Manual per
- e. Proctor's Script(s)—1 Script per 10 candidates
- f. CPN Test Survey—1 per candidate
- g. Seating Form
- h. Shipping Roster
- i. CPN Exam Administration Report
- j. Time cards

to the PNCB **using the return Fed Ex Label** at the expense of the PNCB.

Notification of Test Results

After candidates sit for the test, they will be notified by the PNCB of their results approximately 3 weeks from the time the answer sheets arrive in the PNCB office from the testing site.

Test Administration and Security Procedures Checklist

Proctors: Use this checklist to keep track of the many details involved in a test administration. All items in the list are explained in the Proctor's Manual. Please follow all administrative and security procedures carefully to prevent irregularities.

Preparations Before the Test

- Read the Proctor's Manual before test administration. A Proctor's Manual (1 for each proctor) is included with the test materials—or go to www.pncb.org under On-Site Testing.
- Select your proctors and meet to review security and administrative procedures. A ratio of 1 proctor per 10 examinees is required.
- Alert your receiving office (if needed) that the test shipment is expected and arranged to have it delivered or picked up as soon as possible.
- Select a secure place to store test materials; such as a locked cabinet in a locked office that only staff associated with the test administration have access.
- Contact PNCB by phone or email (888-641-2767 or admin.@pncb.org) if test materials do not arrive within 24 hours of the arrival date specified in the e-mail from PNCB.
- Identify room(s) for testing.
- Check adequacy of seating, lighting, and ventilation in testing room(s).
- Review Attendance Roster and plan seating arrangements (minimum of five feet in all directions) between candidates. Use the Seating Form and sketch the seating arrangement of the room.
- Locate a place for candidates to store silenced cell phones and other electronic or manual devices, drink bottles, purses, bags, luggage, snacks or food, and other personal belongings during the testing period.
- Identify where the "Sign-In" area will be located. Allow one half hour for sign-in.

When Test Materials Arrive

- Within 24 hours of shipment's arrival, check contents against the Shipping Roster. Notify PNCB by email (admin.@pncb.org) when the shipment arrives and note any discrepancies.
- Store test materials in a locked storage area.
- Review the Proctor's Manual sent with the testing materials. Ask all proctors to read the manual before the test administration.

On the Day of the Test

- Arrive early at the test site.
- Place test materials in a secure area. Never leave the test materials unattended or accessible to candidates.
- Post signs to testing rooms, rest rooms, etc.
- Set up the "Sign-In" area to check in candidates.

Admission of Candidates

- Check identification of each candidate carefully.
- Complete the Attendance Roster.
- Assign each candidate a seat randomly. Do not let candidates select their own seat. Use a seating chart that you and record seat assignments on the Seat Form.

Procedures During the Test

- Hand a test book and answer sheet directly to each candidate individually.
- Place unused tested materials in a location inaccessible to the candidates at all times.
- Begin the test according to the instructions in the manual.

- Count the candidates—then count the unused test books (if any). The sum of the two must equal the number of test books you received.
- Prepare a seating chart for the room.
- Keep careful track of timing the test session.
- Instruct proctors to walk about the room and watch their assigned area closely but not to disturb or embarrass candidates.
- Only one examinee at a time may be permitted to go to the rest room unescorted. A proctor will hold both the exam booklet and answer sheet until candidate returns to the testing room.
- Never leave the testing room unattended.

Procedures for Irregular Incidents

- Change the seats of candidates suspected of cheating. Document on Exam Administration Report.
- Warn candidates that they will be dismissed for using books, dictionaries or other aids.
- Warn candidates whose behavior is disturbing others that they will be dismissed if the behavior persists.
- Call PNCB if security breach occurs, no matter how minor.

At the End of the Test

- Collect an answer sheet and test book, and note paper from each candidate in the order that candidate completes test.
- Check each test booklet to make sure pages are not missing or ripped out.
- Check each answer sheet to make sure personal info is included and answers are completed.
- Place materials out of reach of candidates as they leave the room.

Procedures After the Test

- Check the testing room to be certain nothing has been left behind.
- Complete all appropriate reports and forms.
- Evaluate the administration—write any suggestions for improvement on the Exam Administration Form.
- Return all test materials to the PNCB within 1-2 days of test.
- Place test booklets and answer sheets in the white plastic tamper-proof security envelopes supplied by the PNCB for return to the PNCB with the other testing materials.

Tips for Preventing Security Breaches

Test Material

- Never leave test materials unattended.
- Distribute and collect test books individually.
- Ensure that no candidate leaves the room with test materials.
- Ensure that no candidate copies, removes or photographs any portions of the test materials.

Impersonation

- Check candidates' picture identifications and documents thoroughly at the time they enter the assigned testing room(s)
- Limit the number of candidates permitted to leave the testing room(s) unescorted to only one candidate at a time. Have a proctor hold candidates' testing materials until the candidate returns to the room.

Copying

- Never allow candidates to select their own seats.
- Randomly assign candidates to specific seats in each testing room.
- Seat candidates a minimum of five feet apart in all directions.
- Walk around the testing room and closely monitor candidates without disturbing their test taking.
- Observe and check that candidates are bubbling in their answer sheets (and not taking notes) throughout the testing session.

Exchanging Answer Sheets

- Check the first four letters of the bubbled name against the first four letters of the printed name when collecting answer sheets.