



Proctor Administrative Guidelines for Examination by TRACI Auditor Candidates

Website: www.certifyme.eu/tra

General Information for Awareness

Candidate **MUST** have registered on above website already:

- Registration on above website with the following:
 - a. Full Name
 - b. Email (*which becomes your user name*)
 - c. Establishes Your Own Log-In Password
 - i. Candidate **MUST** remember and/or Bring with them to the Exam Test Site
 - d. May or may not have completed Personal Attributes & Behavior Evaluation Exam

Procedure for TRACI Scheduler:

- ❖ Email from web system once Candidate has purchased an exam, either exam. (See above)
 1. Schedule Receives eMail Subject “TRA CertifyMe: New Exam Purchased”
 2. Purchase of **Knowledge Exam for QMS or EMS** Prompts TRACI Scheduler to:
 - a. Contact Proctor(s) nearest to Candidate for days and hours available
 - b. Contact Candidate with
 - i. Location(s) Available
 - ii. Date(s) Available
 - iii. Time(s) Available
 - c. Once TRA hears back from Candidate
 - i. May need to verify selected time with Proctor
 - ii. TRACI Scheduler goes into Admin Panel of Exam Site www.certifyme.eu/wwwpanel/login
 - Assigns Proctor to each Candidate
 - ❖ Proctor receives confirmation email with (see procedure on next page)
 - ❖ Candidate receives confirmation by email : “TRA Exam Proctor Information”
 - ✚ Auditor Knowledge Exam ISO 9001 (QMS) or ISO 14001(EMS)
 - ✚ Exam Time: “Day/Month/Year” “Time”
 - ✚ Exam Location: “xxx”
 - ✚ Proctor Info: “Name, email, phone”

Computer Access at Proctor Facility:

- Software Requirements:
 - Windows based (*Windows 8, 7, Vista, XP or 2003 Server*)
 - Browsers: Google Chrome, Internet Explorer and Mozilla Firefox
 - JavaScript codes (*does not work on iPad, iPhone*)
- A Computer will be available for Candidate on location; number of computers may vary per site.
 - Proctor will have a TRACI Candidate ID Form for you to complete and sign.
- **Authorized Resources during Exam:** ISO 9001 or ISO 14001 Standard & ISO 19011 Guidance; No Electronics.
 - Personal Computers/Laptops are not allowed at proctor sites.



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Proctor Procedures per Scheduled Exam

Verify Per Candidate

- TRA Schedules Proctor by Individuals Name, email, phone, and location
 - Upon Arrival of Candidate Check ID
 - ❖ *Verify the Individual is “Who is Scheduled”*
 - ❖ *Driver’s Licenses Preferred but use discretion*
 - ❖ *Verify the Candidate understand he/she is taking the QMS or EMS Knowledge Exam*
 - Individual Proctor Confirmation email includes the following: “TRA Proctor: Exam Assignment Info”
 - a) Type of examination (ISO 9001 QMS and/or 14001 EMS Knowledge Exam)
 - b) Agreed Scheduled Time of Exam
 - c) Agreed Exam Location
 - d) Exam Password Per Candidate Per Scheduled Time (*Password used Once*)
- Candidate confirmation email includes:
“TRA Exam Proctor Information”
- ✚ ISO 9001 or ISO 14001 Auditor Knowledge Exam
 - ✚ Exam Time: “Month/Day/Year”; “Time”
 - ✚ Exam Location: “xxx”
 - ✚ Proctor Info: “Name, email, phone”

Candidate Information to be Communicated by Proctor

1. Restate Exam being taken
 - ❖ Verify computer screen setting meets the need of each Candidate’s visual need.
 - ❖ **Knowledge Exam for QMS and/or EMS**
 - ❖ not Personal Attributes Exam, that is taken on separately, proctoring NOT Required
 - ❖ The Proctor will provide/enter Password per Candidates Screen
2. 40 Minutes to complete Exam, Open Book (*keep in mind there is an average of 1 minute per question*)
 - ❖ Allowed to go back by clicking the No (3) of question in box on upper left corner
 - ❖ However once you hit exam SUBMISSION you will NOT be able to go back
3. Technical Issues with Exam – Notify TRA right away
4. Candidate gets a 5 Minute Warning
 - ❖ Warning comes up at Top of Screen above the question
 - ❖ Clock countdown appears in lower left bottom of screen
 - ❖ Possible Bell sounds
5. Candidate must Complete and Sign “TRACI Auditor Candidate ID Form”
 - by signing this agreement, the Candidate agrees NOT to disclose any secure test materials; the Candidate agrees he/she will NOT use or discuss the content of secure test materials, including test questions and answers, in any activities.

Authorized Resources during Exam: ISO 9001 and/or ISO 14001 Standard(s) & ISO 19011 Guidance; No Electronics

- Personal Computers/Laptops are not allowed at proctor sites; **No Phones**

Exam Complete:

1. Screen will take Candidate to Results Screen letting individual know how many questions passed compared to number of questions e.g. 40/60 (45 out of 60 questions answered correctly)
2. EMAIL sent to Individual Candidate’s email address with Certificate
3. Proctor Completes “Candidate Information Form” then sends it to TRA Certification.
 - a. Any additional Notes that might seem appropriate for Proctor to advise TRA
4. Invoice for Proctoring Services is sent to TRA for Payment according to contract.