



International Window Cleaning Association

**IWCA SAFETY CERTIFICATION PROGRAM**

Proctor Instruction Guide



Version 2

Updated February 9, 2010



## **IWCA Safety Certification Program**

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### **PROCTOR MANUAL**

The International Window Cleaning Association's (IWCA) Proctor's Manual has been developed to ensure that the certification exams are administered uniformly. Please follow all the guidelines as written in this manual.

The IWCA is continually working to enhance this certification program. If you have suggestions, please submit your suggestions by email to [llandry@offinger.com](mailto:llandry@offinger.com).

IWCA  
1100-H Brandywine Blvd.  
Zanesville, OH 43701  
(800) 875-4922



## IWCA Safety Certification Program

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### Receipt of Exam Materials

Please check that your package contains the following:

- Guidelines for Written Exams
- Proctor Report
- Exam Booklets
  - \_\_\_\_\_ Route/Residential
  - \_\_\_\_\_ Commercial Ground
  - \_\_\_\_\_ Rope Descent Systems
  - \_\_\_\_\_ Suspended Scaffolds
  - \_\_\_\_\_ High Rise Specialist



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## IWCA Safety Certification Program

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### Guidelines for the Written Exam

The following guidelines should provide every candidate an equal opportunity to complete the exam successfully. It is the responsibility of the Proctor to protect the integrity of this certification process and to provide an environment conducive to exam. If you have any questions regarding these guidelines, contact the IWCA's designated contact for this certification exam.

#### Exam Booklets:

- All exam booklets should arrive packaged and individually tabbed sealed
- Do not break individual exam seals
- Record the number of exams booklets received in the "Proctor Report" in the section "Order Data"
- Proctors are responsible for all exam materials in their possession. It is imperative that the Proctor safeguards the security of all exam materials from the time the Proctor receives them until they are returned to the IWCA. Exam materials are strictly confidential and may not be reviewed before exam. Copying or removing exam materials is prohibited. Any breach in security should be reported to the IWCA immediately. Keep the exam materials in a secure place at all times until the exam begins.

#### Writing supplies:

You are not provided with an extra supply of writing instruments. Prior to starting the exam be sure all participants have a writing instrument. Recommend using pencil but it is not mandatory.

#### Room set up:

The room set-up is important to successful exam. Be sure an adequate amount of space is provided to prevent copying. The IWCA requires a minimum of "one seat" between participants. The space should allow the Proctor to have continual surveillance of the room. Should there be any concern with a participant(s) please contact the IWCA's designated contact for this certification exam.

#### Time Allocation:

A maximum of 4 hours is allotted to complete the exam. The average time to complete the longest exam is 2 ½ hours.

#### No Visitors:

No visitors are permitted in the exam room.



### Exam Day Procedures

**Proctor:** It is important you proceed through the instructions at a pace that allows all participants to understand and keep up. Ask participants to listen carefully as not following instructions may result in failing the exam. Remind students to go to the bathroom before the exam begins.

**Photo ID required:** Participants must present photo identification (valid driver license, passport or military ID) or company issued photo ID prior to beginning the exam. They must also supply the Proctor with a photocopy of the ID.

|    | Proctor's Instructions  | Read aloud to the Participants  |
|----|---|---|
| 1. | Verify there is sufficient spacing between candidates. Have candidates change seating if necessary. | Seat yourselves so that there is a minimum of one seat between each person.   |
| 2. | Distribute the exam booklets.   | These booklets are to remain sealed until you are instructed to open and begin the exam.  |
| 3. | Announce time allocation.   | You will be given 4 hours to take this exam. The time remaining to take the exam will be announced occasionally. You may not leave the room during this time.   |
| 4. | Announce exam directions  | <p>You must answer at least 90% correct in order to pass this exam. The exam is multiple choice. There is only one correct answer for each multiple choice question. Circle the correct answer for each question. You are to select the best answer of the choices based on the study materials. Your company policies may be different, the correct answers are based on the study materials, not your company policies.</p> <p>There is to be no talking during the exam. If you have a question or problem, raise your hand to speak with the Proctor. If you talk during the exam, the exam can be taken away and you will automatically fail the exam.</p> <p>Once you complete the exam, be sure your name is on the cover and turn the exam into the proctor. You may then leave the room.</p> |
| 5. | Ask if there are any questions.   | Are there any questions?  |
| 6. | Tell participants to put their name, company and date on their exam booklet.                        | Please print your name, company you are from, and today's date on the front cover of the exam booklet. Today's date is _____  |
| 7. | Tell participants to open exam booklets.  | Remove the seal on your exam booklet.   |
| 8. | Begin the exam.   | You may now begin the exam. Good luck.  |



### Exam Day Procedures – Continued

#### **Replace defective exam booklets:**

If a candidate has a defective exam booklet, replace it. Note the defective booklet and the replacement booklet in the “Proctor Report”.

#### **Make sure there is no cheating:**

The Proctor(s) should walk around the room frequently to guard against cheating, copying of questions or answers, removing exam booklet pages, and other actions threatening the validity of any participants exam, overall exam security, and the exam environment. Note any discrepancies in the “Proctor Report”. If cheating is suspected contact the designated IWCA contact immediately.

#### **Collect all materials after the exam:**

Once the time allotted for the exam has elapsed, collect all the exam booklets from the participants. Be sure that participants do not leave the room with any exam materials. Account for all exam materials before candidates leave the room. Be sure there is one complete exam for each exam participant and record the number of completed exams in the “Proctors Report”. Check the exams as they are completed to ensure there is only one answer circled for all multiple choice questions.

Send the following items in one envelope or box to the IWCA at 1100-H Brandywine Blvd., Zanesville, Ohio 43701.

- Completed exams
- Participants photo identification copy
- Completed “Proctor Report”
- Exam registration log / sign-in sheet
- Unused and unopened exam booklets

All written exam materials must be shipped to the IWCA on the first business day following the exam. There can be no exceptions. All materials should be securely stored until shipping. Only ship materials with a delivery service that has a package tracking system.

#### **Discrepancies:**

If the IWCA finds discrepancies in the exam material, accounting or “Proctors Report”, IWCA will notify the Proctor and work to resolve the discrepancy. The IWCA will not process the exam batch until any and all discrepancies are resolved. Unresolved discrepancies may result in the exam being declared invalid.

#### **Exam acknowledgement:**

Exam candidates will receive notification regarding pass or failure from the IWCA. Candidates who successfully meet the exam requirements for passing will receive written notification of passing, a certificate and a wallet card within six to eight weeks from the exam date.



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**Proctor Report**

- Proctor, please fill out this report and return it to the IWCA with the all the exam booklets, completed and unused, and materials listed on the previous page.

**Proctor Identification**

Proctor's Name Print: \_\_\_\_\_

Proctor's Signature: \_\_\_\_\_

Telephone: \_\_\_\_\_ E-mail: \_\_\_\_\_

Exam Site (City / State): \_\_\_\_\_ Exam Date: \_\_\_\_\_

**ENGLISH VERSION**

| Exam Booklets        | Quantity Received | Quantity Used | Discrepancies | Total Returned |
|----------------------|-------------------|---------------|---------------|----------------|
| Route/Residential    |                   |               |               |                |
| Commercial Ground    |                   |               |               |                |
| Rope Descent Systems |                   |               |               |                |
| Suspended Scaffolds  |                   |               |               |                |
| High Rise Specialist |                   |               |               |                |

**SPANISH VERSION**

| Exam Booklets        | Quantity Received | Quantity Used | Discrepancies | Total Returned |
|----------------------|-------------------|---------------|---------------|----------------|
| Route/Residential    |                   |               |               |                |
| Commercial Ground    |                   |               |               |                |
| Rope Descent Systems |                   |               |               |                |
| Suspended Scaffolds  |                   |               |               |                |
| High Rise Specialist |                   |               |               |                |



**Proctor Registration**

List all other Proctors who assisted in conducting the exam session. All Proctors must have IWCA approval before assisting with the exam session.

| <u>Name</u> | <u>Address</u> | <u>Phone</u> |
|-------------|----------------|--------------|
| _____       | _____          | _____        |
| _____       | _____          | _____        |
| _____       | _____          | _____        |

**Discrepancy Statement**

Note all discrepancies that occurred before, during, or after the exam session. Also, note any discrepancies that may have occurred with this exam. List any activity or circumstance that was not part of the normal course of the entire session, or violated the exam procedures as described in the Proctor Manual.

| Item Number | Description of Discrepancy and Actions Taken |
|-------------|--|
|             |  |
|             |  |
|             |  |
|             |  |
|             |  |





**IWCA Safety Certification Program Exam Registration Log**

Exam Site (City / State): \_\_\_\_\_ Exam Date: \_\_\_\_\_

Exam Proctor name printed: \_\_\_\_\_ Exam Proctor signature: \_\_\_\_\_

On the day of the exam, print each exam candidates name on the form from the registration log provided to you by the IWCA. Have each participant sign next to their name. Note any participants who are absent by checking off the absent box next to their name.

|   | Participants Name | Participants Signature | Participants Company Name | Absent | Photo ID (✓) |
|---|-------------------|------------------------|---------------------------|--------|--------------|
| 1 |                   |                        |                           |        |              |
| 2 |                   |                        |                           |        |              |
| 3 |                   |                        |                           |        |              |
| 4 |                   |                        |                           |        |              |
| 5 |                   |                        |                           |        |              |
| 6 |                   |                        |                           |        |              |
| 7 |                   |                        |                           |        |              |
| 8 |                   |                        |                           |        |              |
| 9 |                   |                        |                           |        |              |
|   |                   |                        |                           |        |              |



|    |  |  |  |  |  |
|----|--|--|--|--|--|
| 10 |  |  |  |  |  |
| 11 |  |  |  |  |  |
| 12 |  |  |  |  |  |
| 13 |  |  |  |  |  |