



# Test Proctor Training Manual

Test Administration Policies and Procedures

National Aerobics & Fitness Trainers Association  
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# Introduction

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## About the NAFTA Test Proctor

A NAFTA Test Proctor is an individual volunteering to act on behalf of the NAFTA Certification Program to securely administer the NAFTA Certified Group Fitness Exercise Instructor (GEI) exam to one or more NAFTA Test Candidates. This manual provides the NAFTA Test Proctor (referred to hereafter as “Proctor”) with instructions and training for the security and delivery of the NAFTA GEI exam without incident.

Test administration is a standardized process that requires the Proctor to be compliant with professional standards and expectations of the NAFTA Certification Program. The Proctor must demonstrate an understanding of and adherence to the following:

- Proctor Eligibility
- NAFTA Test Scheduling and Delivery
- Standardized Testing Conditions and Requirements
- Proctor Compliance

## About the NAFTA GEI Certification Program

The National Aerobics and Fitness Trainers Association (NAFTA) offers a Certified Group Fitness Exercise Instructor (GEI) credential which is achieved only upon successful completion of the NAFTA GEI exam.

### Purpose

NAFTA's mission is to ensure people have access to well-qualified health and fitness professionals, as well as science-based information and resources on safe and effective physical activity, so they may get active, establish healthy behaviors, and live their most fit lives.

NAFTA is an education and training organization for fitness professionals. NAFTA is dedicated to offering certification programs and continuing education that teach concepts and theories of health and fitness. NAFTA's educational programs are optional and are not required to take the certification exam.

NAFTA encourages the professional development and appropriate credentialing of group exercise instructors and further supports the credibility and efforts of the fitness industry. The NAFTA GEI Certification Program identifies individuals with factual and applied knowledge to:

- Design and deliver safe, effective, and motivating programs
- Enhance the health-related benefits of physical activity
- Work with healthy and medically-cleared populations

### Description

The NAFTA GEI Certification Program is designed to prepare aspiring group exercise instructors to teach safe and effective classes to apparently healthy and medically-cleared populations. Test candidates who successfully complete the NAFTA GEI program have demonstrated their understanding of fundamental exercise science principles for safe, effective group fitness exercise class design. Only these individuals will receive the NAFTA GEI credential. More details are available

in the NAFTA GEI Candidate Handbook available at <http://www.naftafitness.org/nafta-certified-group-exercise-instructor-exam-content-outline.pdf>.

## Test Administration

NAFTA ensures standardized processes for test administration in which each NAFTA Test Candidate is tested using the same criteria and methods. To assure this, NAFTA qualifies each Proctor based on standardized eligibility and approval requirements described herein. All Proctors will follow the same set of training standards and test administration procedures as described in this training manual.

In the case of a special accommodation, and in compliance with the Americans with Disabilities Act (ADA), NAFTA will work with the Test Candidate to seek out an appropriate Proctor. In all cases, the Proctor must be verified by NAFTA as being eligible to serve in the capacity of Proctor. The Proctor must meet all Proctor eligibility requirements, in addition to meeting additional requirements as needed in order to adequately serve the special accommodation.

Paper/Pencil Testing provides no advantage or disadvantage to the NAFTA Test Candidate. The NAFTA Test Form Booklet will be representative of the test content outline specifications and percentages, which are identical to that of the test content outline specifications and percentages used in the event of computer-based testing (CBT) administration.

## Proctor Eligibility

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NAFTA paper/pencil Proctors are secured by NAFTA directly upon the receipt of appropriate documents and the verification of credentials to support eligibility. All NAFTA Proctors must be pre-qualified and adhere to the policies set forth, which include providing NAFTA Certification with all appropriate documentation and attestation to the understanding of and compliance with administration procedures. NAFTA Certification may deny Proctor eligibility at its sole discretion.

## Proctor Approval Requirements

Prior to the approval of any Proctor, NAFTA Certification will require proper documentation and assurance of available communication directly with approved Proctor. The Proctor must indicate and/or provide documentation to support the following:

- Possession of an education-related degree/license OR employment by an approved testing center (Two professional references are required)
- At least 21 years of age
- Dependable access to lines of communication and delivery channels
  - Physical address for Federal Express delivery and availability to sign for package
  - Accessible phone number with available voicemail
  - Working email that is checked regularly
- Proficiency in the English language
- NO conflict of interest (e.g.: familial relationship or otherwise whereby he/she benefits from the successful outcome of the Test Candidates' test scores)
- Review of and intent to adhere to the requirements set forth in this manual

After an individual has served as a NAFTA Proctor, he/she is prohibited from taking the NAFTA GEI exam until which time a subsequent NAFTA Test Form has been developed. Any individual who is delivering or assisting in the delivery of NAFTA GEI related educational material, in a manner whereby preparatory instruction is provided to the Test Candidate, will be disqualified to act as a NAFTA Proctor for the NAFTA GEI exam.

## Submitting Proctor Documents to NAFTA Certification

NAFTA Proctors enter into agreement whereby the Proctor is entitled to administer the NAFTA GEI exam at an authorized facility in accordance with all requirements and regulations documented in this *Test Proctor Training Manual*. For review and approval by NAFTA Certification, Proctor candidates must submit supporting documentation as follows:

1. **Test Proctor Application** (APPENDIX A)
  - a. Contact information, to include home shipping address
  - b. Employment Information
  - c. Signature indicating thorough review and understanding of the terms of this agreement
2. **Proctor Non-Disclosure Agreement** (APPENDIX B) - A legally binding agreement which assures that NAFTA GEI test materials are handled with the utmost care, security and confidentiality and that no conflict of interest is present. NAFTA takes test security and delivery very seriously and will protect itself and its certified professionals from all threats or actual breaches thereof.
3. **Qualification Document(s)** - Certification requires the submission of one or more professional documents to establish and verify your qualification as NAFTA Proctor. This must include at least one of the following:
  - a. Teaching license/credential/degree
  - b. Employment verification/reference from appropriate testing facility/education department supervisor
  - c. Direct reference from a testing center which confirms the Proctor's willingness to appropriately administer the NAFTA GEI test via paper/pencil

These instructions and respective downloads are also available at [<http://www.naftafitness.org>]. You may submit all documentation directly from this NAFTA website location or send to:

Fax: 480-393-1707

Email: [lchavez@nafta1.net](mailto:lchavez@nafta1.net)

Mail: NAFTA Human Resources Dept  
28170 N Alma School Pkwy, Ste 201  
Scottsdale, AZ 85262

You will be provided with Proctor approval or denial status and/or a request for additional supporting documentation by phone or email within 4 business days of the receipt of documentation. NAFTA Certification may deny eligibility at its sole discretion.

## Paper/Pencil Proctor Compensation

Proctors will be compensated per the table below:

NAFTA Test Candidates	Number of Proctors	Compensation
1-15	1	\$200.00
15-29	2	\$150.00 each

## Updates to Information

The information in this manual, related documents, facility and administration requirements, and/or proctor submission requirements are subject to change/revision at any time and without notice. The most current version of this *NAFTA Proctor Training Manual* can be reviewed and/or downloaded at [<http://www.naftafitness.org/nafta-proctor-training-manual.pdf>].

## NAFTA Test Scheduling and Delivery

NAFTA paper/pencil exams are scheduled upon request by an approved paper/pencil Proctor. You must be approved to administer the NAFTA exam before it will be scheduled for delivery. You may submit a test request at the same time that you submit your proctor documents, but note that NAFTA Certification requires a 20 business day notice of a test date. Therefore, make sure to allow sufficient time for an approval status in addition to the time needed for test delivery (approx. 30 or more business days).

If you do not make a test request at the time of your proctor documents submission, and you have been approved to administer the exam as a NAFTA Proctor, you will have 30 days to make a test request before your Proctor status is inactive and resubmission of documents is required.

NAFTA will confirm your Test Proctor status and schedule the Test Form Booklet for delivery **upon approval and verification of:**

- Test candidate(s) eligibility status
- Test Proctor approval status, based on:
  - o Submission of all proctor documents
  - o Signed Proctor Non-Disclosure Agreement
  - o Test Request for test date with 20 or more business days notice

The NAFTA GEI exam will be delivered via Federal Express to the approved Proctor directly (signature required), NAFTA will send only to the Test Proctor's home address to assure that the test candidate does not have access to the Test Form Booklet at any time before the test date. Access by any third party who represents a conflict of interest is prohibited.

The exam(s) must be administered on the test date that was provided to NAFTA Certification in the initial request, unless an extension or a request to reschedule has been approved by NAFTA Certification directly.

Test Form Booklet(s) and all accompanying documents **MUST** be returned via Federal Express by the Proctor him/herself, with no exceptions. Return shipping instructions are provided.

**Rescheduling:** NAFTA test candidates may reschedule the test without any penalty, only if contact is made with NAFTA 5 days prior to the scheduled test date. If the exam has already been delivered to the Proctor, it is required of the Proctor to return the unopened test booklet(s) within 24 hours of cancellation notice; unless arrangements have been made directly by and between NAFTA Certification and the Proctor, in writing (i.e. by email.)

## Administration of Paper/Pencil NAFTA GEI Exam

When setting up for administration of the NAFTA GEI exam, there is a step-by-step procedure to which the approved Proctor must adhere to assure that the exam is delivered correctly and with a valid test score outcome.

### Establishing the Test Date

A mutually convenient test date and time must be established between the Proctor and the Test Candidate that allows for a notice of at least twenty (20) business days to NAFTA Certification staff. The test date must be requested to NAFTA Certification staff directly by the Proctor, not the Test Candidate. The Proctor must provide name(s) and identifying information for Test Candidate(s) at the time of test request. This includes: name(s) and NAFTA ID# OR address of Candidate(s) being tested.

Upon approval of Proctor status and an established test date/request, NAFTA will order the paper/pencil exam(s) for delivery. NAFTA paper/pencil testing vendor is Assessment Systems (AS). NAFTA Certification is responsible for printing the test forms from the appropriate AS software and the shipping and tracking all NAFTA paper/pencil exams to the Proctor. NAFTA Certification is also responsible for uploading completed paper/pencil exams to the appropriate AS software for scoring. NAFTA uses Federal Express for Test Form Booklet delivery and return receipt. NAFTA Proctors are required to follow the receiving/handling/return instructions for Federal Express shipments of Test Form Booklets.

### Delivery and Handling of NAFTA GEI Exam(s)

NAFTA will schedule the exam(s) for delivery via Federal Express so that arrival is approximately two (2) days prior to the actual test date. Instructions for delivery confirmation will be included. The Proctor must immediately, by email or fax, notify NAFTA of receipt of all test documents as instructed. Instructions for receipt confirmation will be provided inside the Test Form Booklet shipment. Test Proctor must inspect the Test Form Booklet(s) to ensure that the condition of the booklets is satisfactory and intact. Test Form Booklet shipments will contain the following:

- Test Form Booklet(s) and Answer Sheet(s)
- Packing List/Shipment Receipt Confirmation – *MUST BE COMPLETED WHEN PACKAGE IS RECEIVED*
- Discrepancy Form – report any discrepancy in the shipment/receipt of test material (if applicable/if discrepancy exists)
- Seating Chart - provided only when receiving two or more exams
- Test Site Report/Incident Reporting Form – complete this document if a perceived incident has occurred, to ensure accurate recording of administration details
- Test Instruction Forms (1) and (2) – accountability instructions “FOR PROCTOR” and “FOR TEST CANDIDATE”
- Return Federal Express Shipping Label and Envelope/Box

At all times, before and after test administration, NAFTA exam(s) must be secured personally by the Proctor in a secure location. NAFTA exam(s) must be protected from damage, misplacement, theft, and conditions that might reveal test content. Test(s) must be kept secure, locked safely in a secure environment, that assures test content and test candidate confidentiality and validated test scoring and processing.

DUPLICATION OR MISAPPROPRIATION OF ANY NAFTA EXAM IS NOT PERMITTED – a violation of this type will be considered a breach of the Proctor Non-Disclosure Agreement. The Proctor may be pursued for legal recourse and the NAFTA Test Candidate(s) score(s) will be investigated and cancelled at NAFTA’s discretion in accordance with *Codes of Conduct and Disciplinary Policy* (found at [<http://www.naftafitness.org/nafta-codes-of-conduct-policy.pdf>].)

### Exam Administration

NAFTA exam(s) must be proctored on the approved test date and in accordance with *Standardized Testing Conditions and Requirements* (starting on page 7). The Proctor must verify the test candidate’s identity by referencing the test candidate’s driver’s license, state identification, or other form of picture ID prior to the administration of the exam in accordance with *Standardized Testing Conditions and Requirements* (starting on page 7).

### Returning the NAFTA GEI Exam(s)

Upon conclusion of test administration, the Proctor collects the NAFTA GEI exam(s) and assures that all test booklet(s), answer sheet(s), seating chart (if applicable), and Test Site Report/Incident Reporting Form (if applicable) are placed inside the Federal Express return envelope and sealed for return delivery. Using the return Federal Express shipping label and envelope/box provided, the Proctor will return the sealed test package to Federal Express **within 24 hours** of test administration.

**When the test form is not being used by the test candidate during actual test administration, NAFTA Test Form Booklet(s) must be handled by the Proctor only. The Proctor must personally delivery the test package to Federal Express.**

## Standardized Testing Conditions and Requirements

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### Test Room Pre-Check

NAFTA test sites must adhere to the following standards for test administration environment/facility. The Proctor must be present for the entire duration of test administration with no exceptions. The Proctor must assure the following as part of the test room pre-check:

- The room is quiet, well lit, and well ventilated and is at a comfortable temperature
- Test workstation must have adequate desk space, providing room for the test booklet and arm space
- Test Candidate must be provided with chair/seat that ensures a reasonable level of comfort
- Test Candidates must be seated at least 4 feet apart from other Test Candidates, or by partitions, if applicable, when testing more than one test candidate (seating chart is required in this case)
- No material related to the exam, other than the test forms, are in the room (the NAFTA GEI exam is a closed book exam)

## Proctor Conduct Requirements

NAFTA expects its Proctors to behave in an appropriate and professional manner. The following guidelines should be followed when proctoring the NAFTA GEI exam:

- Wear appropriate dress, such as business casual or professional casual athletic wear.
- Arrive at the test facility site at least 30 minutes before the scheduled exam time to perform the test site room precheck prior to the arrival of the Test Candidate(s).
- Assure an exact two (2) hour test administration time duration.
- Use appropriate language (e.g.: no cursing, offensive, and/or sexually charged language.)
- Use appropriate mannerisms and non-verbal communication.

## Supplies and Materials

The Proctor must designate a secure area away from the Test Candidate where his/her belongings may be stored during the test. The Proctor will provide the Test Candidate with the following supplies and materials to be used during the exam:

- Test form, answer sheet, and scratch paper
- Envelope for returning all test material
- Number 2 pencil, required
- *Test Instruction Form (2)* – **APPENDIX D**

## Test Candidate Responsibilities

NAFTA informs all Test Candidates of their responsibility to assist in the assurance of proper test administration. The Proctor acts to ensure that Test Candidates:

- Arrive on time for test appointment.
- Provide government-issued photo ID.
- Do not access personal items or printed material (i.e.: handbags, PDAs, cell phones, books, notes, dictionaries, jewelry, sunglasses, etc.)
- Do not assist others. This includes but is not limited to: the impersonation of another test candidate, sharing information of any kind, and giving or receiving advice or other help. The consequences for cheating or copying test materials could include financial responsibility for any test materials compromised.
- Do not disturb or distract others in any way through the test process
- Fill in all bubbles on answer sheet for identifying the test candidate and respective test form using a #2 pencil

## Test Security and Handling Instructions

Proper procedures for test security and handling must be strictly followed to assure the validity of test scores. To accomplish this, NAFTA has implemented the following procedures:

- The Proctor must reference each Test Candidate's government-issued photo ID to verify and confirm identity.
  - The name on the photo ID must match the name of the person registered to sit for the exam exactly. Exceptions to this will be made on a case-by-case basis if the



- candidate is able to provide sufficient supporting documentation regarding any differences between the name on the registration roster and the name on the ID.
- NAFTA will notify the Proctor of any approved exceptions prior to the test date.
  - The Proctor must provide each Test Candidate with all supplies and materials for the exam and provide an area away from the Test Candidate for him/her to store any personal items.
  - The exam may not be reproduced or recalled in any manner. The consequences for copying test materials could include financial responsibility for any test materials compromised.
  - Test content must NOT be viewed by the Test Candidate or the Proctor prior to the confirmed test date.
  - The Proctor must remain in the room with the Test Candidate(s) at all times during test administration, and the Test Candidate(s) must be strictly monitored.
  - The maximum ratio of 1 Proctor per 15 Test Candidates should not be exceeded.
  - If a Proctor observes a Test Candidate using aids, looking on another Test Candidate's work, or exhibiting any other suspicious behavior, the behavior must be documented immediately following the exam on the *Test Site Report* (APPENDIX E), which will be included in the Test Form Booklet package and should be returned with the exam. The Proctor is NOT required to confront the Test Candidate with the incident.
  - The Proctor is not to give advice and/or consultation during the exam. He/She may not imply or in any way provide the Test Candidate with what is believed to be the test question(s) and/or answer(s).
  - Test Candidates are not allowed to leave the examination room at any time other than during scheduled breaks, if any. The Proctor may make an exception if he/she determines that it is reasonably necessary only under specific conditions which include:
    - Only one (1) Test Candidate may be excused from the examination room at a time.
    - The Test Candidate must not reference written materials, use electronic devices, or engage in conversation while outside the examination room.
    - The time for taking the test must not be extended or altered in any way.
    - Any other conditions the proctor deems necessary to ensure the integrity and security of the test administration.
    - The incident must be documented on the *Test Site Report* (APPENDIX E), which will be included in the Test Form Booklet package and should be returned with the exam.
  - The Proctor is required to provide a 30-minute, 15-minute, and 5-minute warning as the end of the test time allotment approaches.
  - The Proctor must receive the test booklet directly from each Test Candidate upon completion of the test administration and immediately place the exam(s) and answer sheet(s) in the designated envelope/box to be sealed and returned to NAFTA via Federal Express. The Proctor may not review the exam(s) or answer sheet(s) prior to returning them to NAFTA, other than to ensure that all are present and accounted for.
  - Proctor must handle the test form booklet(s) personally and not provide this or any related documents to any unauthorized faculty or staff member for return delivery handling.
  - Test Form Booklet(s) must be personally delivered by proctor to Federal Express within 24 hours of test administration.
  - In the event that the scheduled exam is cancelled or a re-schedule is required, the test materials are to be returned immediately to NAFTA, per Federal Express return delivery

instructions (unless express written consent has been given to the Proctor to hold the Test Form Booklet(s) for an alternative test date).

## Special Situations and Emergencies

The safety and welfare of people are the top priority in the event of an emergency. In the event of a medical emergency, the emergency phone number (911 in the US) must be called. CPR, AED, First Aid, or other appropriate procedures should be administered by an appropriately trained individual onsite until professional help arrives.

In the event of a power outage, the candidate must stop taking the exam and leave the test room. Upon determining the cause of the outage and/or time frame for return of power, it may be mutually agreed upon between Test Candidate and Proctor for continued test administration.

Proper fire exits must be made available to the Test Candidate(s) in accordance to related state fire safety codes and procedures. If an emergency evacuation is required, the Proctor must instruct the Test Candidate(s) to leave the test room and not use study material, or discuss test content with other Candidates (when applicable), during the evacuation. No materials may be removed from the test site location.

The exam may be resumed after a satisfactory conclusion to any emergency situation. The Proctor must inform all Candidates that the time lost will be added to the test administration time. The Proctor must accurately track lost time.

## Equal Opportunity & the American Disability Act

NAFTA fully supports the principles of equal opportunity and complies with the American Disability Act (ADA). As such, NAFTA requires the following:

- Proctors and their test facilities must be free from barriers which restrict facility access and test progression.
- Proctors, facilities, and related administration personnel must be free from discriminatory practices regarding gender, race, age, creed, etc.
- Proctors and facilities must meet all health and safety requirements.

To learn more about compliance with American Disability Act (ADA), visit <https://www.ada.gov/>.

## Confidentiality

The Proctor will maintain confidentiality of all NAFTA professional documents, including, but not limited to, Test Candidate information, all test content, and related documentation.

NAFTA will maintain the confidentiality of all documents and conversations pertaining to Proctors' personal contact information and test incident reports, unless otherwise informed and permitted by the Proctor or if such disclosures are required by law. In addition, NAFTA will maintain the confidentiality of Test Candidates' certification test scores.

## Proctor Compliance

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All policy, procedure, and instructional requirements, as set forth in this *NAFTA Proctor Training Manual*, must be followed to assure professional test administration and valid test score processing. By complying with the test administration procedures set forth by NAFTA, Proctors help to ensure the following:

- Standardization, safety, and professionalism of testing conditions
- Security of Test Candidate's information and NAFTA test information
- Integrity of the NAFTA exam
- Reputability of the NAFTA Certification in the industry

## Reports of Suspected Non-Compliance

A Proctor or facility who fails to follow test administration procedures will be considered non-compliant. The following are three main areas in which Proctors and facilities may be suspected of non-compliance:

- Facility, test environment, or location
- Proctor codes of conduct
- Test handling, test administration, or return delivery

NAFTA empowers and encourages Test Candidates to report perceptions of non-compliance. Test Candidates are provided with a document before the exam is administered, *Test Sitting Instructions and Responsibilities* (APPENDIX D), which allows them to review the policies for test administration and document any violations, which may include distractions, improper Proctor behavior, or site issues/barriers.

NAFTA also encourages Proctors to report perceptions of facility non-compliance. Likewise, facility personnel are encouraged to report perceptions of Proctor non-compliance.

NAFTA reserves the right to observe the Proctor and/or facility during test administration at its discretion and may perform random observations to ensure that the Proctor and/or the facility is adhering to the policies and procedures in this manual and following all test delivery processes correctly. These random observations may be conducted with or without notice. The Proctor must be available during the duration of an observation and will receive an *Audit and Observation Form* (APPENDIX F) after the observation concludes.

## Proctor & Facility Audits

If a Proctor and/or facility is suspected to be non-compliant, NAFTA may schedule an audit or conduct an audit without notice, depending on the nature of the concern. The Proctor must be available during the duration of an audit and will receive an *Audit and Observation Form* (APPENDIX F) after the audit concludes. If NAFTA finds that a violation of policies and procedures has occurred, the Proctor and/or facility will be asked to correct the oversight within a specific timeframe, which will be determined by NAFTA.

Failure to correct the oversight within the specified time frame, violations found to be serious, or repeat offenses may result in Proctor status revocation, notification to appropriate licensing

board(s), and/or legal filings and proceedings. The degree by which a Proctor is non-compliant will be determined at NAFTA's sole discretion.

## Proctor & Facility Appeals

Proctors and facilities who receive a notice of non-compliance have the option to appeal the decision. To do so, the affected Proctor or facility must submit a written request for an appeal to NAFTA within 30 days of receiving the notice. Appeals process details are available upon request.

- Phone: 480-758-5119
- Email: [naftaappeals@nafta1.net](mailto:naftaappeals@nafta1.net)

## Training Conclusion

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Congratulations, you have now completed your NAFTA Proctor training. To complete the process of becoming a Proctor for the NAFTA GEI exam, please be sure to complete and/or submit the following:

- A thorough review and understanding of the policies and procedures in this manual
- Proctor Application (APPENDIX A)
- Proctor Non-Disclosure Agreement (APPENDIX B)
- Qualification Documents

Applicants will be provided with Proctor approval or denial status and/or a request for additional supporting documentation within 7 business days of NAFTA's receipt of the application. Thank you for your interest in serving as a Proctor for the NAFTA GEI exam.

**NAFTA Headquarters**  
**28170 N Alma School Pkwy, Ste 201**  
**Scottsdale, AZ 85262**  
**Fax: 480-393-1707**  
**Email: [Ichavez@nafta1.net](mailto:Ichavez@nafta1.net)**

**NOTE: Print clearly and legibly. Incomplete forms will NOT be processed.**

**APPLICANT INFORMATION**

NAME (Last, First, Middle): \_\_\_\_\_

DOB: \_\_\_\_\_ SSN: \_\_\_\_\_ ENGLISH PROFICIENCY:  YES  NO

HOME ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE/PROVIDENCE: \_\_\_\_\_ ZIP CODE: \_\_\_\_\_

CURRENT EMPLOYER: \_\_\_\_\_

WORK ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE/PROVIDENCE: \_\_\_\_\_ ZIP CODE: \_\_\_\_\_

PRIMARY PHONE: \_\_\_\_\_ PRIMARY EMAIL: \_\_\_\_\_

**Check the boxes below to attest access to dependable lines of communication & delivery channels.**

- Physical address for Federal Express delivery and availability to sign for package  
**(CHECK ONLY ONE BOX BASED ON PREFERENCE FOR DELIVERY)**
  - I can receive/sign for packages at my home address.
  - I can receive/sign for packages at my work address.
- Accessible phone number with available voicemail
  - My primary phone has working voicemail.
- Working email that is checked regularly
  - My primary email works and is checked regularly.

**PROCTOR TRAINING AGREEMENT**

As indicated by my signature, I have read and intend to follow the policies and procedures as described the *NAFTA Proctor Training Manual*. I understand my role as a Proctor; that it is my responsibility to ensure proper management, security, and delivery of the NAFTA GEI Exam in accordance with the training that I have received; and the consequences for non-compliance. I attest that the information I have provided NAFTA is true and accurate to the best of my knowledge.

x \_\_\_\_\_ (signature) \_\_\_\_\_ (date)

**Fax: 480-393-1707**

**Mail: NAFTA Headquarters – 28170 N Alma School Pkwy, Ste 201, Scottsdale, AZ 85262**

**Questions? Call 480-758-5119.**

I acknowledge, understand, affirm, and agree without exception to the following:

- Based on representations I have made, I am being afforded access to NAFTA's confidential and/or proprietary information, as well as NAFTA exam information and content which is confidential, copyrighted, and is considered to be a Trade Secret.
- I will not disclose or provide such information in any form to any person or entity, directly or indirectly.
- Reproducing, copying, or attempting to reproduce or copy any test material by any means, in whole or in part, is a serious breach of examination security and will be thoroughly investigated by NAFTA and reported to the proper certifying and law enforcement authorities.
- I may be individually and personally financially responsible for any test materials compromised by my failure to adhere to the NAFTA policies, procedures, security protocols, etc. as described in the *NAFTA Proctor Training Manual* (e.g.: investigation costs, attorney fees, court costs, exam re-development costs, etc.)

I understand and agree to abide by all established NAFTA Test Administration Policies and Procedures, Test Administration Directives, Security Protocols, etc. I certify and affirm the following:

1. I am of good moral character, and as such, I have not been the subject of any judicial or administrative decisions involving offenses or violations of moral turpitude (e.g.: fraud, larceny, deceit, etc.)
2. I am the person identified herein, and all the information provided, or which will be provided, is true and correct to the best of my knowledge.
3. I have been fully informed and am aware of the responsibilities, duties, expectations, and requirements to become and remain an authorized NAFTA Proctor. As such, I understand and agree that it is my direct and personal responsibility to:
  - a) Read, comprehend and adhere to all the Proctor responsibilities and requirements as set forth within NAFTA's most current Exam Delivery Manual prior to administering any exam(s).
  - b) Maintain the security and confidentiality of all NAFTA exams, exam content, exam questions and options, etc. at all times before, during, and after exam administrations.
  - c) Refrain from providing any training, instruction, classes, or engaging in any activity which, directly or indirectly, is focused on assisting any candidate achieving a passing score on the NAFTA exam.
  - d) Refrain from reading any exam questions or discussing the content of any exam(s) administered with anyone other than an individual specifically authorized by NAFTA.
  - e) Stay informed and be knowledgeable of all NAFTA test administration policies and procedures, security protocols, and requirements, etc. published and updated by NAFTA, which are posted to the Proctor section of NAFTA's website.
  - f) Comply with all procedures relating to the handling and reporting of any breach of test security and/or potential examination compromise.
  - g) Accurately check each Test Candidate's government issued photo identification.
  - h) Refrain from offering or providing any hints, suggestions, definitions, or clues to the answer of any exam question.

- i) Refrain from proctoring, or having any involvement with, any exam administered to any individual to whom I am related, have or have had a relationship with, am friends with, have direct or indirect supervisory authority over, etc.
- j) Without exception, immediately inform NAFTA in writing of any instances where I am arrested or charged with any criminal act and will provide NAFTA with the facts and circumstances surrounding any such arrest(s) or criminal charge(s).
- k) Actively monitor Test Candidates during the exam administration for the purpose of ensuring the security of the exam being administered, as well as ensure that the Test Candidates:
  - i. Do not talk or communicate with one another or any outside party during the test administration.
  - ii. Do not have access to any items and materials, other than those specifically listed within the authorized materials section.
  - iii. Do not bring or use a cell phone, pager, camera, or recording device of any kind into the test room.
  - iv. Do not have possession of any personal items, such as paper, pens, notes, dictionaries, iPods, Blackberries, laptops, Bluetooth ear pieces, wristwatches, cameras, during the test administration.
  - v. Do not copy, by hand or electronically, any examination material.
  - vi. Sign the NAFTA candidate roster prior to taking the test.

4. I will, without reservation, cooperate with any investigation deemed appropriate and necessary by NAFTA by making myself available upon request, providing any requested information and/or documents, truthfully and fully answering questions, etc.

5. I understand that this Agreement shall be construed in accordance with the laws of the State of Arizona and agree to submit to the jurisdiction of the courts of the State of Arizona with respect to any disputes relating thereto.

I, the herein identified and below signed individual, hereby acknowledge understanding and agreement with regard to the following:

- My responsibilities as a Proctor, authorized to deliver confidential and secure NAFTA client exams, are critical to the maintaining the security and credibility of NAFTA examinations.
- All NAFTA and NAFTA’s Client business practices, documents, test questions or confidential information received from NAFTA shall remain the exclusive property of NAFTA and shall be returned immediately upon request to NAFTA.
- Breach of this agreement (whether intentional, unintentional, through negligence, by error, and/or by omission) may be grounds for civil proceedings should NAFTA pursue legal remedies relating to any such exam security breach and/or examination content breach.
- Failure to follow the standards set forth by the **NAFTA Exam Delivery Manual** and related protocols, may result in my privilege as a Proctor being revoked, and I may be individually and personally responsible for any such failure.

By signing below, I acknowledge that I have read this agreement, understand the information contained herein and will abide by provisions as stated within this document, as well as other written exam delivery policies and procedures maintained by NAFTA.

I hereby certify that the statements contained herein are true and correct to the best of my knowledge and belief. I understand that if I knowingly make any false statements herein I am subject up to and including revocation of my NAFTA Certification, as well as other penalties as may be prescribed by law.

PROCTOR Printed Name: \_\_\_\_\_

PROCTOR Signature: \_\_\_\_\_

DATE SIGNED: \_\_\_\_\_

WITNESS Printed Name: \_\_\_\_\_

WITNESS Signature: \_\_\_\_\_

WITNESS ADDRESS: \_\_\_\_\_

**Fax: 480-393-1707**

**Mail: NAFTA Headquarters – 28170 N Alma School Pkwy, Ste 201, Scottsdale, AZ 85262**

**Questions? Call 480-758-5119.**



**FOR TEST PROCTOR**

Please carefully review the following to ensure successful test administration:  
(for complete Proctor Training Manual: [<http://www.naftafitness.org/nafta-proctor-training-manual.pdf>].

**1. Review Shipment Contents**

Immediately, upon receipt of test materials, test booklets must be inspected to ensure that the condition of the test booklets are satisfactory and intact. Your shipment will contain the following:

- **Test Booklets and Answer Sheets**
- **Packing List/Shipment Receipt Confirmation – *MUST BE COMPLETED WHEN PACKAGE IS RECEIVED***
- **Discrepancy Form** – report any discrepancy in the shipment/receipt of test material, if needed
- **Seating Chart** (provided only when receiving two or more tests)
- **Test Site Report/Incident Reporting** – please complete to ensure accurate recording of test details
- **Test Instruction Forms (1) and (2)** – accountability instructions “**FOR PROCTOR**” and “**FOR TEST CANDIDATE**”
- **Return Federal Express Shipping Label and Envelope/Box**

**2. Confirm Receipt of Test Material**

After verifying that the test booklet number(s) corresponds to the *Packing List “CONTENTS”*, fill out the section of this form marked “Shipment Receipt Confirmation” and fax the form to NAFTA Certification at 480-393-1707. ***In the event that there is a discrepancy between materials actually received and that of the Packing List “CONTENTS”, complete the “Discrepancy Form” and fax it to NAFTA Certification at 480-393-1707.***

**3. Return All Test Material (must be returned within 24 hours of test date)**

**NAFTA exams must remain secure at all times!** After completion of the exam, all materials should be returned to NAFTA **no later than the first working day** after the test date. Test booklet(s), answer sheet(s), Test Site Report, and Seating Chart (if applicable) should be placed in the return package. Complete the Federal Express return label, affix to the package and drop off at your local Federal Express location (or call **1-800-GOFEDEX** to arrange for Federal Express pickup).

**A lost, or otherwise non-recovered, exam constitutes an administrative breach and may result in the termination of your proctor status and possible further investigation. PLEASE CAREFULLY HANDLE AND IMMEDIATELY RETURN TEST MATERIAL.**

**4. Test Date Cancellations or Reschedules**

If the scheduled exam is cancelled or a reschedule\* is required, the exam materials are to be returned to NAFTA within 48 hours of the initial test date unless otherwise instructed. **ALL SHIPMENT CONTENTS MUST BE RETURNED.** Complete the Federal Express return label, affix to the package, and drop off at your local Federal Express location (or call **1-800-GOFEDEX** to arrange for Federal Express pick-up).

\*If a reschedule can occur within **one week** of initial test date, call NAFTA at 480-758-5119 prior to returning the test material.

THANK YOU

FOR TEST CANDIDATE

Required reading for Proctor and Test Candidate

NAFTA reserves the right to cancel test scores and require a Test Candidate to reschedule, retake, or may otherwise revoke future test eligibility if incidents occur or observations are made which are in violation of one or more of the following (not a comprehensive list):

- Test Candidates should be monitored throughout the entire duration of exam administration.
- Test Candidates may not have access to personal items (e.g.: handbags, PDAs, cell phones, books, notes, dictionaries, etc.) during the NAFTA exam administration.
- No assisting others through the impersonation of another Test Candidate, sharing information of any kind, giving or receiving advice or other help, etc.
- Test Candidates must be seated at least 4 feet apart from all other Test Candidates. The enclosed seating chart must be used and returned by the Proctor when testing more than one Candidate.
- No disturbing or distracting others in any way through the test process.
- Test Candidates must properly bubble in score sheets with #2 pencil, including Name, Test Booklet ID#, Test Code#, Test Form# (found from the test booklet), and all answers. If not, there will be at least a two-week delay in receiving results and an administrative fee will be assessed in the amount of \$25 to the Test Candidate.
- Test candidates with similar or identical response string data may lose Test Candidate eligibility status. Identical response string incidents are reported to NAFTA when all answers (right and wrong) are marked the same by two or more Test Candidates. Identical response strings are statistically and mathematically improbable; therefore, a retest or test eligibility revocation will occur.

**Please report below any violations which may have occurred during test administration, including but not limited to: distractions, improper proctor behavior, or facility issues/barriers. Please use additional pages as needed and submit the report to NAFTA via mail or fax, as indicated below.**

- **Mail: NAFTA Headquarters – 28170 N Alma School Pkwy, Ste 201, Scottsdale, AZ 85262**
- **Fax: 480-393-1707**

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**TEST SITE REPORT**

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Test Date: \_\_\_\_\_ Test Location: \_\_\_\_\_

Proctor Name: \_\_\_\_\_ Number of Candidates Tested: \_\_\_\_\_

Start Time: \_\_\_\_\_ Finish Time: \_\_\_\_\_

Site Comments (optional): \_\_\_\_\_

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Signature of Proctor: \_\_\_\_\_ Date: \_\_\_\_\_

**Incident Reporting**

*If you feel that a test administration breach has occurred, please explain on the form below. (Use additional pages if needed.)*

Name of Candidate(s) involved: \_\_\_\_\_

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Description of Incident: \_\_\_\_\_

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Proctor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**AUDIT & OBSERVATION FORM**

**APPENDIX F**

If a Proctor and/or facility is suspected to be non-compliant, NAFTA may schedule an audit or conduct an audit without notice, depending on the nature of the concern. The purpose of an audit is to investigate suspicions of non-compliance and to determine appropriate corrective measures. The Proctor must be available for the duration of an on-site audit.

Additionally, NAFTA reserves the right to observe the Proctor and/or facility during test administration at its discretion and may perform random observations. These random observations may be conducted with or without notice. The purpose of an observation is to ensure that the Proctor is adhering to the policies and procedures in the *NAFTA Proctor Training Manual* and is following all test delivery processes correctly. The Proctor must be available for the duration of an on-site observation.

Auditor/Observer's Name: \_\_\_\_\_

Auditor/Observer's Position with NAFTA: \_\_\_\_\_

Name of Proctor being Audited/Observed: \_\_\_\_\_

Purpose (circle one):            Audit            Observation

If a suspected violation has occurred, provide a brief explanation below\*:

*\*Please use additional sheets if necessary.*

**Proctor Approval Requirements:**

Possession of Approved Degree/License OR Qualifying Employment	Two (2) References Provided	Easily Accessible through Open Lines of Communication	Information is Current and Accurate	NO Conflict of Interest

Standardized Testing Conditions:

Test Room Pre-Check	Proctor Conduct Requirements	Supplies & Materials	Test Candidate Responsibilities

Standardized Testing Conditions (Cont.):

Test Handling & Security	Special Situations & Emergencies	Equal Opportunity & the American Disability Act	Confidentiality

This audit and observation form is for NAFTA’s internal use. The Proctor will receive a copy of appropriate audit and observation forms and all relevant documents. If NAFTA finds that a violation of policies and procedures has occurred, the Proctor and/or facility will be asked to correct the oversight within a specific timeframe, which will be determined by NAFTA.

Failure to correct the oversight within the specified time frame, violations found to be serious, or repeat offenses may result in Proctor status revocation, notification to appropriate licensing board(s), and/or legal filings and proceedings. The degree by which a Proctor is non-compliant will be determined at NAFTA’s sole discretion.