

HiSET[®]

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HiSET[®] Program Manual

For Paper-delivered and Computer-delivered Administrations

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Chapter 1 - Communicating with PSI

PSI's dedicated HiSET team is prepared to help you with any questions, concerns, or requests you may have.

Test Center Support

- **Help Desk** support should be contacted any time technical issues arise throughout the testing - administration
- **Channel Management** provides geographic support throughout regions of the US and consists of Regional Operations Managers and Regional Site Supervisors responsible for relationship management.
- **Site Administration** is responsible for providing test day support for operational needs, including TCA password reset and questions on policy or procedure.
- **Session Management** supports site schedule maintenance and capacity management.
- **Test Center Recruitment and OnBoarding** provides a dedicated team that supports test center development opportunities by ensuring sites meet test center requirements, supporting contracting, and assisting with site setup and TCA training.

Test Taker Services

- **PSI's Candidate Services Representatives (CSRs)** are dedicated to supporting test takers with scheduling, payment, and exam information or concerns.
- **Exam Accommodations Team** is committed to serving test takers with disabilities or health-related needs by providing services and reasonable accommodations.
- **Live Online Proctoring Support** is available via phone or chat any time a test taker is scheduled to take a test.

Support Contacts

To expedite your request, please make sure that you have, or include, your name, title, and test center number and location.

Test Administration Support

Test Center Help Desk

This toll-free number and email address are reserved for Test Administrators and Proctors only.

This contact info should not be shared with test takers.

Telephone:

1-844-562-0512

Available 24x7, 365 days a year

Email:

[opshelpdeskus@psionline.com*](mailto:opshelpdeskus@psionline.com)

**For immediate assistance contact the Help Desk via the toll-free phone number above. Emails sent to this address will be answered within 24 hours.*

Channel Management and Site Administration

Telephone:

1-800-367-1565 ext. 6775

Monday – Friday 6:30 am – 5:00 pm CT

Saturday 8:00 am – 4:30 pm CT

Email:

siteadmin@psionline.com

Test Session Management

Email:

sessionmanagement@psionline.com

Test Center Recruitment and OnBoarding

Website:

<https://www.psonline.com/test-delivery/apply-now/>

Test Taker Services

Customer Service

Telephone:

1-855-MyHiSET (1-855-694-4738)

Monday – Friday 6:30 am – 5:00 pm CT

Saturday and Sunday 8:00 am – 4:30 pm CT

Email:

HiSETsupport@psionline.com

This email address and phone number are intended for test taker inquiries.

PSI Exam Accommodations

Telephone:

1-800-367-1565 ext. 6750

Monday – Friday 8:00 am – 5:00 pm CT

Email:

eaalerts@psionline.com

Chapter 2 - Personnel and Facility Requirements for the HiSET® Program

The *HiSET*® testing program consists of the following roles:

- State Administrator
- Chief Examiner
- Test Administrator
- Proctor

HiSET Chief Examiners, Test Administrators and Proctors are appointed locally with the approval of the State Administrator.

Outreach

The State Administrator shall:

- verify accessibility to HiSET testing for all appropriate populations.
- serve as liaison with adult education instructional programs and to inform teachers of new developments in the HiSET testing program.
- cooperate with PSI in marketing and public relations activities wherever possible.
- whenever possible, develop cooperative links with higher education and the workplace to promote accessibility for HiSET test graduates.

Staff Development

The State Administrator shall:

- provide training for all newly appointed HiSET Chief Examiners and Test Administrators prior to their first test administrations.
- provide ongoing staff development as appropriate.

Test Security

The State Administrator shall:

- inspect each test center before it is established and before approving a change of location.
- review emergency plans and written receiving plans annually for each official HiSET test center in the jurisdiction.
- oversee investigations of security violations appropriately, including on-site visits whenever feasible.
- immediately report any violation of procedures to PSI.

Attendance at National Conference

State Administrators are invited to the HiSET national conference. Participation is recommended to receive updated program information and collaborate with other HiSET states and preparation providers.

Qualifications of the State Administrator

Officers of state, provincial or territorial agencies who are responsible for administering the HiSET Program are required to appoint qualified individuals to administer and oversee all aspects of HiSET testing in their jurisdictions.

State Administrators must meet the requirements set forth by the state or jurisdiction in which they will operate; please contact the Department of Education in your state for state-specific information.

Selection or Replacement of a State Administrator

The State Administrator acts as a jurisdiction's liaison with PSI. The State Director of the participating jurisdictional agency shall formally notify PSI of the appointment and the effective appointment date of the State Administrator at the kick-off meeting once a contract has been awarded.

If there is an instance that requires a temporary or acting State Administrator, the jurisdiction must notify PSI promptly and include the expected length of time of the temporary appointment.

Overall Responsibilities of Chief Examiners and Test Administrators

Chief Examiners and Test Administrators are responsible for the overall quality of the testing program at their HiSET test center. The major responsibility of a Chief Examiner or Test Administrator is to uphold the integrity of the HiSET Program by effectively organizing and overseeing the test administration process.

Responsibilities of Chief Examiner

The Chief Examiner shall:

- place material orders for paper-based test centers.
- sign the test center Memorandum of Understanding (MOU) with PSI.
- attend and participate in mandated training sessions as required by the state.
- verify eligibility of the test takers prior to testing.
- create and implement a written plan for receiving secure testing materials and training all HiSET test center personnel to follow the plan; the plan must include how to receive and store secure materials if the Chief Examiner or Test Administrator is not present when materials arrive.
- inventory and place all testing materials into secure storage within one business day of when the materials are received from PSI.
- select, train, and monitor Proctors.
- inventory and check the condition of all secure testing materials immediately upon receipt; prepare a written inventory at the beginning and end of each testing session and on a monthly basis when the tests are not in use.
- conduct investigations into test compromises and testing irregularities; follow PSI policies and procedures for reporting these irregularities.

Responsibilities of Test Administrators

Test Administrators typically:

- verify the identity and eligibility of each HiSET test taker.
- maintain testing surveillance logs, seating charts and other documentation as required.
- maintain the security of all testing materials.
- prepare a written inventory of all secure testing materials used during each test administration and maintain the inventory documentation in the permanent secure storage area.
- conduct testing sessions in accordance with PSI policies and procedures as set forth in this Program Manual and in any supplemental memoranda from PSI.
- control testing sessions by following all PSI policies and procedures for conducting a testing session under standard conditions or, when appropriate, with accommodations for test takers with disabilities or health-related needs.

Throughout the contract year, Test Administrators shall:

- select, train, and monitor Proctors.
- inventory and check the condition of all secure testing materials when received from PSI; prepare a written inventory at the beginning and end of each testing session and on a monthly basis when the tests are not in use.
- adhere to PSI policies regarding preparing and submitting testing materials for scoring.
- inform the Chief Examiner and/or State Administrator of all disruptions or suspicious events that take place during any testing session promptly and in writing, by using a Test Administrator Irregularity Form.
- conduct investigations into test compromises and testing irregularities; follow PSI policies and procedures for reporting these irregularities.
- make information about accommodations that are available and provide accessible testing with approved accommodations for test takers with disabilities or health-related needs.
- attend appropriate examiner meetings sponsored by the jurisdiction.
- cooperate in research and surveys sponsored by PSI or by the State Administrator.
- provide information about the HiSET to civic groups, adult educators and high school counsellors.

At the end of each calendar year, the Test Administrator must:

- inventory and return all secure testing materials.
- notify PSI if the test materials inventory is not complete.

In addition, the Chief Examiner or Test Administrator may:

- implement local initiatives (e.g., HiSET graduations and HiSET awards ceremonies).
- send clippings of local program press coverage to the State Administrator.

Chief Examiners and Test Administrators

Chief Examiners and Test Administrators shall:

- comply with all policies and procedures.
- manage and oversee a high-quality testing program that verifies access for all qualified test takers and confirm the integrity of the HiSET and its administration.
- maintain the overall quality of the testing program.
- establish that all testing personnel under their supervision comply with the policies of the state or jurisdiction in which they operate.
- respond to the needs of the community and comply with all applicable legal requirements relating to the activities of HiSET test centers.

General Qualifications for a Chief Examiner

HiSET Chief Examiners should:

- hold at least a bachelor's degree from a nationally accredited college or university.
- have at least three (3) years of experience in teaching, training, counselling or testing; or college-level coursework in those fields.
- not be involved in high school equivalency instruction.

General Qualifications for Test Administrators

HiSET Test Administrators should:

- have some experience in administering standardized tests.
- speak English fluently.
- be at least 18 years of age or older.
- have the ability to complete forms and to read directions clearly to test takers.
- possess unquestionable integrity and be able to handle groups of test takers in an effective, efficient and friendly manner.
- not be involved in high school equivalency instruction.

Note: A Test Administrator who operates both a paper-based test center and a computer-based test center must pass both the PBT eLearning and CBT eLearning assessments.

Training Requirements for Chief Examiners and Test Administrators

State Administrators should train Examiners, Test Administrators and Proctors to effectively fulfil their test administration duties as prescribed in this manual. The State Administrator shall verify that they know the specific test administration procedures, are aware of related test security issues and understand the importance of safeguarding the test materials at all times.

Training programs (face-to-face initial training, eLearning online training before initial administration and ongoing staterequired sessions) and requirements may vary by state, but all should include the requirements specified in this manual.

Responsibilities of HiSET Proctors

The duties of each Proctor vary, depending on the type of assistance the Test Administrator needs.

Proctors generally perform or assist in performing the following functions:

- Arrange test rooms.
- Check-in test takers (registration confirmation and identification).
- Direct test takers to their specific seats.
- Distribute and collect test books to and from each test taker individually.
- Answer general (procedural) questions.
- Walk around the room frequently during testing to guard against improper conduct and to establish that every test taker is working on the appropriate section of the test.
- Check that test takers are gridding their answers properly on their answer sheet and not marking answers in the test book.
- Check restrooms immediately after the test begins, and periodically thereafter, to be sure that the rooms contain no testing aids (e.g., books, notes, writing on towels or walls).
- Monitor and account for test materials periodically throughout testing.
- Clear the memory of each calculator (if applicable) before dismissing test takers to confirm that no test content is being removed or concealed (e.g., writing on the calculator).
- Verify that no one (including test personnel) is using a cell phone during the test administration.
- Verify that prohibited devices and testing aids are not being used in the test center, during the administration and during any breaks.

General Qualifications for HiSET Proctors

HiSET Proctors may be professionals or members of the administrative, secretarial or clerical staff.

They must:

- be able to interact effectively and courteously with test takers and test center personnel.
- be able to explicitly follow oral and written instructions.
- be alert to detect instances of improper conduct or theft of test materials.
- not be involved in high school equivalency instruction.

Personnel Recommendations for a HiSET Test Center

Personnel Roles

HiSET test center personnel requirements should consist of the following roles:

- Chief Examiner
- Test Administrator
- Proctor

Personnel who are hired to operate and maintain a HiSET test center are crucial to maintaining the integrity of the program. Access to the tests is limited to Chief Examiners and Test Administrators, or to Proctors under the direct supervision of a Chief Examiner or Test Administrator. PSI requires that any teacher involved in HiSET preparation courses cannot be a Chief Examiner, Test Administrator or Proctor.

In some jurisdictions, additional personnel are used to register test takers and assist with test site/room preparation. Any individuals who will be present in the testing room during testing must meet HiSET requirements and must have been trained as a Proctor. Under no circumstances should Proctors be allowed to handle testing materials without direct supervision of a Chief Examiner or Test Administrator.

Appointing Personnel for a HiSET Test Center

HiSET test center personnel are employees of the state or the institution that hires them, not of PSI. Their compensation, conduct and supervision are, therefore, the exclusive responsibility of the hiring agency or institution — except in their role as Examiners, when they are bound to comply with all PSI policies and procedures. Examiners or Test Administrators may be removed from their duties by the State Administrator or by PSI.

Requirements for Chief Examiners, Test Administrators and Proctors are state specific. Please contact your State Administrator for specific information.

Personnel Policy Recommendations for an Official HiSET Test Center

One Test Administrator and one Proctor are recommended at a test administration for 25 or fewer test takers. For each additional 50 test takers, an additional Test Administrator or Proctor should assist with the test administration.

When determining the number of personnel needed for a HiSET test center, the HiSET Examiner should base the decision on the following:

- the Test Administrator's regular availability to administer the HiSET tests
- the number of test takers regularly tested in a testing session
- the frequency of an official HiSET test center's testing sessions
- the scheduled work time required for the Examiner to address HiSET testing program concerns

Need for Additional Personnel at Specific Testing Sessions

If the HiSET is being administered to a test taker who has a disability or health-related need, then the official HiSET test center personnel plan should include having an appropriate number of people available to assist that test taker. Appropriate professionals may be assigned and remain present as necessary. For testing sessions conducted in correctional facilities, prison guards may be present if they meet the eligibility requirements for and have been trained as HiSET Proctors.

Procedures for Appointing or Changing Personnel at an Official HiSET Test Center

- If the position of HiSET Chief Examiner or Test Administrator is vacant, then the HiSET State Administrator is responsible for verifying the security of restricted materials until a new HiSET Chief Examiner or Test Administrator has been appointed and trained. In order to appoint a new Test Administrator, the Chief Examiner must first notify the prospective Test Administrator and instruct him or her to register online with the HiSET Program. When the Test Administrator has registered online, he or she uses the template provided to notify
- the State Administrator via email that the registration is complete. The State Administrator then approves the registration and assigns the Test Administrator to the appropriate HiSET test center(s).
- Newly appointed HiSET Chief Examiners and Test Administrators are not permitted to conduct any testing both until PSI has received approval of their appointment and after they have completed training.

Conflict of Interest and Confidentiality Restrictions

To avoid a conflict of interest or the appearance of any impropriety, and to maintain the security and confidentiality of all tests, TCAs and proctors must *not*:

- Be involved, as an instructor or student, in any course, workshop or tutoring activity, whether public or private, whether on a paid or volunteer basis, which involves preparing test takers for test questions similar in content to those in the tests being administered at the test center; or any other test preparation or coaching activity whose purpose is to address content of secure PSI tests.
- Administer, or provide access to, any PSI test to a member of his or her household or any immediate family member, or any third party known to them who has not followed standard PSI test registration procedures.
- Handle secure test materials for administration of an PSI test to a household or immediate family member or any third party known to them, such as a fellow TCA or proctor, who would obtain advantage or benefit as a result of administration or handling of materials.
- Administer or provide access to any test to a TCA or proctor.
- Tamper with or manipulate test center equipment or software in any manner for purposes other than administering tests as prescribed.
- Disclose examination content that he/she may be exposed to during the performance and normal course of his/her duties as a TCA or proctor or other member of the support staff, by any of the following or similar means: copying, photographing, scanning, screen printing, digital transfer, transfer by handwritten notes, audio or video recording, any electronic means or technology or relay by word of mouth.

If there are any questions about the conflict of interest policy, the TCA or proctor should contact the siteadmin@psionline.com.

Chapter 3 - Test Administration and Security Procedures

Security of Test Materials and Equipment

The security of test materials is critical. From the moment test center staff complete all the appropriate steps to establish a HiSET test center, from test administration and up to the return of test materials to PSI, test center staff are fully responsible for confirming the protection of the tests from loss or unauthorized access and for preventing a test taker from having either an unfair advantage or disadvantage. The following procedures must be strictly followed:

- Make certain no test taker has access to the tests before the test.
- Confirm that every test taker does his or her own work.
- Verify that no one inspects, views or reads questions at any time except for test takers when they are taking the test.

Note: Test center staff may inspect the content of tests when it is necessary to investigate a test taker's report of a specific problem. Test center staff may read individual test questions *only if a test taker reports flawed questions.*

- Based on the ID shown by the test takers, verify that all test takers are authorized to test and that the person taking the test is the person authorized to take it.
- Provide Test Administrators with a space from which to clearly view all test takers in the testing room at all times.
- Restrict access to administrative workstation functionalities to authorized test center staff only and preserve the confidentiality of the information displayed.
- Notify PSI as soon as possible upon discovery of any potential compromise of test data or materials before, during, or after the testing process.
- Report any and all unusual testing circumstances by completing an Incident Report (IR) in the GPS Portal.

- PSI will provide each individual Chief Examiner and/or Test Administrator with his/her own personal login credentials. Personal passwords should never be shared. It is extremely important to protect the integrity and confidentiality of all passwords. A security breach may result in a compromise of the HiSET and of test taker data. The login credentials will be for the TCA Portal as well as PSI's proprietary GPS Reporting Portal.
- Secure all computers being used for HiSET testing. When test center staff are not present, the testing room must be locked. If your test center uses laptop, then the laptops must be locked in a secure location when not in use.
- Paper-based testing materials must be secured in a locked room with limited access.
- Any security breach must be reported through the PSI Security Incident Reporting (SIR) system at the time of the occurrence but no later than the end of the testing day.

Test Center Security Compliance Checklist

SECURITY	YES	NO	COMMENTS
Passwords are secured and/or locked up and not posted in testing area, reception area or offices.			
Testing room is locked and secured when testing is not occurring.			
Laptop computers are secured with locks at all times or locked in secure storage when not in use.			
Test center staff understand and follow guidelines and practices in the <i>HiSET Program Manual</i> .			
Access to the testing room key is limited to authorized staff.			
Test center staff use secure check-in procedures. Before test takers test, staff <u>must</u> check their identification confirm appointment time and exam.			
HiSET scratch paper or whiteboard is distributed to every test taker. Staff <u>must</u> verify that the scratch paper or whiteboard is returned in its entirety upon completion of testing.			
A safe area is provided in which test takers can store their personal belongings, including purses, books, backpacks and electronic devices such as cell phones, Bluetooth®-enabled headsets/earbuds, iPods®, calculators, and wearable technology. These items should never be allowed in the testing room. Visually inspect test takers for attached electronic devices. All electronic devices must be turned off, including all notifications and alarms.			
Provide a secure, locked storage area for testing materials.			
Recommendation: Test Center has a test center staffing succession plan.			
Recommendation: Test Administrators regularly change their individual software passwords (recommend every 30 days).			
Recommendation: Criminal background checks are part of hiring practices for test center staff.			

VIEWING/PROCTORING	YES	NO	COMMENTS
HiSET administrations are monitored at all times by a Test Administrator or Proctor.			
A test center staff member is present in the testing room during testing sessions at all times. Testing staff walk through the testing room at 10-minute intervals.			
Each workstation is completely visible to a test center staff member and within hearing distance of the test center staff. Testing staff can access the workstations within 10 seconds of an issue.			

TESTING ACCOMMODATIONS	YES	NO	COMMENTS
A private testing room is available. Note: This is optional. The intent is to provide a location for testing accommodations when a private session is required for a test taker with a disability. This reduces the potential need to "close" the main testing room to accommodate test takers with disabilities.			
The facility meets both the local code for access by the disabled and the Americans with Disabilities Act of 1990 as amended.			
One adjustable-height workstation is available.			
Minimum width of an accessible pathway is 36 inches except at doors.			

FACILITY	YES	NO	COMMENTS
Testing room is located within a locked, enclosed room, and is supervised when unlocked.			
Provide a secure and safe testing area.			
Provide comfortable seating and room temperature for test takers during testing.			
The door to the testing room is closed to provide a quiet testing environment.			
Testing room is entered directly from the administration/reception area.			

FURNITURE	YES	NO	COMMENTS
Desks are not placed at right angles to each other; test takers do not have a view of any screen other than their own.			
If there are no partitions between computer testing stations to restrict visibility, then there must be a separation distance of 5 feet (1.5 meters) from the center of one computer monitor screen to the center of the screen of any adjacent computer. For paper-based administrations, the separation distance should be measured from the center of the desk.			
A clock is visible to test takers in the testing room.			

LIGHTING	YES	NO	COMMENTS
Lighting is provided that enables test takers to read their computer screen or test book and answer sheet in comfort, without shadows or glare on the computer screen or writing surfaces.			

COMMUNICATIONS	YES	NO	COMMENTS
Test schedule is easily available to test takers on the website, through voice mail, on printed material, or through a posting at the test center.			
Test center or test center reception area has a telephone available to facilitate contacting PSI Technical Support			

TEST CENTER'S OFFICE	YES	NO	COMMENTS
An area next to the testing room used for test taker registration and for monitoring test center activity is provided.			
Test center accommodates reasonable privacy for test taker identification verification and prevents exposure of such information to other test takers.			

SIGNAGE	YES	NO	COMMENTS
Recommendation: A sign is posted outside the test center indicating "Testing is in progress. Please be quiet."			

TEST CENTER STAFF MEMBERS	YES	NO	COMMENTS
Staff must treat test takers in a professional and courteous manner.			
Staff must read and are very familiar with the <i>HiSET Program Manual</i> .			
Staff must have been assigned unique user accounts to access the HiSET TCA Portal.			
Staff must notify PSI when personnel changes occur and provide complete contact information, including email addresses and telephone numbers.			
Staff must not present a conflict of interest.			
Chief Examiners and Test Administrators have completed the online HiSET eLearning training.			

PARKING	YES	NO	COMMENTS
Recommendation: Sufficient convenient parking is available to accommodate the maximum number of test takers in the test center at any one time; parking is available within reasonable and safe walking distance of the test center.			
Required: Adequate handicapped designated parking spaces are available based on the test center size and building requirements.			

Chapter 4 - Activities Before and During HiSET Administrations Overview

Introduction

Before administering the HiSET, PSI will provide training (both on demand eLearning and virtual instructor led training) for all Customer Service and Test Center personnel; as well as selecting and preparing facilities; and receiving, gathering, and securing test materials.

Preparing Test Center Personnel

Training Your Personnel

PSI provides a comprehensive training program for all test center personnel before administration of the HiSET to effectively fulfill test administration duties as outlined in this manual.

- The PSI Test Center training program consists of onboarding and new hire training for all new HiSET TCAs, quarterly updates, annual recertification training for all test center administrators
- Test Center supervisors may also include a briefing session on the morning of the test to update personnel on any last-minute updates and/or reminders, reassign personnel if someone is absent, and so on.
- Test center personnel have access to this manual before, during and after the test administration and must adhere to the procedures and instructions it contains.
- PSI will provide an ongoing review of test administration procedures throughout the year.
- PSI will perform *immediate remediation* of any staff-related problems.
- PSI will inform and ensure that test center personnel is aware and adheres to the Conflict of Interest Policy

Personnel Duties on Test Day

Test Administrators are responsible for the actual test administration in their assigned testing rooms.

A checklist for HiSET Test Administrators should be made available prior to the administration.

Test Administrators perform the following duties:

- Review the contents of this manual prior to the test date and be able to apply the required procedures for managing their testing rooms; arrive at the test center at the specified time to receive materials and their room assignments; verify that the assigned test materials match the test day roster.
- Inspect the room for appropriate seating arrangement, lighting and ventilation.
- Admit test takers according to directions; verify identification as required and assign seats; distribute test books to each test taker; individually distribute a calculator to each test taker, as needed.
- Immediately report any irregularities to the Chief Examiner, document the irregularities on a Security Incident Report for paper-based testing or file an Incident Report for computer-based testing.
- Collect test books according to instructions; strictly account for all used and unused test books; complete and return all reports and forms to the Chief Examiner.
- Promote good public relations by answering procedural questions and handling complaints or disturbances in a courteous and professional manner.
- Direct and supervise the Proctors who assist them.
- Refrain from using their personal cell phones or text messaging during the test administration.
- Advise test takers and test center staff that they are prohibited at all times from taking photos or recordings of any kind in the test center, including during the administration or breaks.

Numbers Needed

In addition to the Test Administrators, the number of Proctors you need is determined by the policy set in your state. Following is the suggested number of Proctors per test takers. The recommendations are the same for computer-based testing as well.

Recommended Test Taker/Proctor Ratios	
Number of Test Takers Per Room	Number of Proctors Per Room
1–25	1
26–74	2
75 or more	1 additional proctor for each additional 50 test takers.

Selecting Test Center Facilities

Introduction

The success of any test administration depends greatly on the suitability of the testing facility. Test takers will not be able to do their best if they are distracted by things such as noise, poor lighting, inadequate writing surfaces or extreme temperatures. Although some adverse conditions may be beyond the control of the Test Administrator, every effort must be made to minimize the possibility of such distractions through careful planning.

Requirements for Test Centers

- Test center is easy to find and has access to public transportation where available. Sufficient convenient parking is available to accommodate the maximum number of test takers in the test center at any one time; parking is available within reasonable and safe walking distance of the test center.
- Adequate designated handicapped parking spaces are available based on the test center size and building requirements.

Selecting Testing Rooms

When arranging for testing rooms, evaluate the available rooms in terms of the requirements listed in this section for:

- Seating and Security
- Physical Requirements
- Comfort and Environment

Then make the selection based on overall suitability.

Seating and Security

- To establish a secure testing area, the HiSET Program recommends the following:
- The test center is located within a locked, enclosed room, and is supervised when unlocked.
- The test center is not used for general purposes when testing occurs.
- The door to the testing room is closed to provide a quiet testing environment.
- The testing room should never be visually left unattended during testing.
- The testing room is entered directly from the administration/reception area.
- Whatever the room size, the number of test takers that can be tested in a room will depend on the seating plan used. If you find that you must reduce your center's stated capacity to meet the minimum requirements for spaced seating, please let PSI know at once.

- Assign a number to each testing room (Room 1, Room 2, etc.). Keep a record of the test takers assigned to each room so it will be possible to know the room in which the test taker tested.
- In an inclined seating arrangement, such as an auditorium or lecture hall, there must also be a four-foot separation at both the front and rear of the individual rows.
- Personnel should have unimpeded access to every test taker to distribute and collect test materials individually and to effectively monitor the test-taking process.
- Only one test taker may be seated at a table that measures six feet or less in length. Do not seat test takers so they face each other at opposite sides of the table.
- Chairs should always be provided. Stools or benches without backs are not acceptable.
- Regular seating patterns that could be anticipated or circumvented by the test takers (e.g., instructing them to sit on alternate sides of the room as they are admitted) are not acceptable.
- Test center or test center reception area has a telephone available to facilitate contacting PSI.
- Test center accommodates reasonable privacy for test taker identification verification and prevents exposure of such information to other test takers.
- A sign is posted outside the test center indicating “Testing is in progress. Please be quiet.”
- For paper-based tests, a large, smooth writing surface is very important. Test takers should not have to pick up or shift their test books for lack of space. Therefore, rooms that are equipped with desks or tables are preferred.
- If tablet-armchairs are used at the test center, they must have a minimum writing surface of 12 x 15 inches (30 x 38 centimeters). If the facilities do not meet this requirement, please contact PSI at once.
- For paper-based tests, study carrels, language laboratory booths and tables with partitions or dividers are acceptable only if the following conditions exist:
 - The side walls of the carrel or booth are made of an opaque material.
 - The front of the carrel or booth is clear from the top to the writing surface.
 - Test takers are at least four feet apart, thus limiting use to every other carrel or booth.
 - All test takers are seated facing in the same direction.
 - If possible, seat left-handed test takers at tables, desks or left-handed tablet-armchairs. If the use of right-handed tablet-armchairs cannot be avoided, seat left-handed test takers so there is a vacant writing surface to their left.
 - Randomly assign specific seats. This may thwart any prearranged cheating plans. It will also separate friends and associates and prevent them from communicating during the administration.
 - Do not, under any circumstances, allow test takers to select their own seats.
 - Seating in approximate alphabetical order may help to separate friends and associates, but do not seat test takers with the same last name near each other.

A sample seating chart and checklist is available on page 48.

Physical Requirements

- Restrooms should be located near testing rooms and should be easy to find. Post directional signs where appropriate.
- **Each testing room should have a clock**, preferably at the front of the room, so that test takers can see it without turning their heads. You or a member of your staff must post the time remaining (as specified in the instructions) so that test takers without watches can properly pace themselves. For computer-based tests, the amount of testing time remaining is displayed on the test taker's workstation.
- Testing rooms must not contain maps, periodic tables, posters, charts or any other materials that may be related to the subject of the tests.
- If lockers are not available in the test center, provide a table at the front of the testing room where test takers can place their personal items. Be sure that all cell phones and electronic devices have been turned off.

Comfort and Environment

The following are recommendations for creating a comfortable and positive testing environment:

- Testing rooms should not be near noisy areas or activities such as athletic events, band practice, commencement exercises, other test administrations, construction work, heavy traffic, etc.
- Lighting should enable all test takers to read the test questions and mark their answers in the test book in comfort. It should not produce shadows or glare on the writing surfaces or computer screens.

Session Management

Test center schedules are coordinated through PSI's Session Management process. Sites are expected to provide PSI's Session Management team information on site operating hours. This information will be submitted through a separate online form that allows a site to confirm schedule type, seats being offered, opening hours, and holiday closures. It is recommended that this information be provided in 6 month increments to accommodate any changes sites may encounter.

If urgent schedule changes are required, please contact siteadmin@psionline.com for assistance in updating schedules and initiating test taker notifications if necessary.

Materials Provided by PSI

The HiSET Client Portal

The HiSET Client Portal is an online system for Test Administrators. It is separate from the general HiSET public website and is designed to allow Test Administrators to log on and conduct many of the activities related to or administering the test.

Test takers are able to create a My HiSET account where they can manage their HiSET Profile and access their Score Reports. In states that opt to offer test taker self-service for registration and scheduling, test takers are also able to make an appointment to take a test at a particular center on a particular day and to pay for the test.

HiSET Test Administrators are able to make appointments for test takers to take the test (unless the state has selected the test taker self-serve model), check testing appointments for their center, access and print a roster for their testing sessions, record attendance and conduct many other activities to support the work of conducting a successful HiSET test administration.

Attendance Roster

Rosters listing the names of test takers who were registered and assigned to the center are located within the GPS Portal. This information should be used when making final arrangements for test center personnel and testing rooms.

PSI recognizes the rights of individuals to privacy regarding information supplied by them and PSI's attendant responsibility to safeguard such information. The identity of those who participate in a test administration is considered confidential. Attendance Rosters should not be used for any purpose that is not directly connected with the administration. If the roster is printed, it must be destroyed using a **secure** method following the testing.

The HiSET Test Center Portal

The HiSET Test Center Portal, or TC Portal, is an on-line system which provides test center staff members that offer test taker self-service for registration and scheduling, the ability to upload and manage the testing schedule for their center or centers directly. A test center's Chief Examiner, or appointed staff, will have control over the dates and times they want to open for public registration. Test centers can also review and monitor their center's details captured and retained by PSI.

Registering Test Takers

Setting up a HiSET account is the first step in registering and scheduling a HiSET. In some states test takers can do this independently in the Client Portal. Test center personnel may need to assist test takers depending on circumstances. After the account is set up, test takers can schedule and pay for their tests.

See the steps below for assisting test takers with registering and scheduling for the HiSET.

Step 1: Personal Information

- **Name**
- **Birth Date**
 - The name and birth date must be exactly as they appear on the identification documentation that test takers will take to the test center. If test takers have multiple first or last names on their ID, then they must enter all of those names. Do not add accents.
- **Gender**
- **Social Security Number**
 - Social Security numbers are not required by the HiSET Program but is strongly encouraged.
 - Check the state requirements page on the HiSET website to confirm age requirements
- **Email**
 - If test takers do not have an email address, they may create a free email at the provider of their choice.
- **Home Address**
- **Telephone Number**
- **Additional Information**
 - Preferred language for taking the test, primary language for speaking, adult education program information
- **Background Information**

Step 2: Check Information Before Continuing

Optional for Test Taker Self-Serve – Choose a Password

This will be the password that test takers will use for all HiSET activities online.

Instruct test takers to keep their username and password.

Step 3: Read and Agree to PSI Privacy Security Policy

Step 4: Review All Information and Make Changes if Needed and Submit

Confirmation email will be sent to the test taker.

Materials Provided by the Test Center

Checklist

The following materials are needed for each testing room:

- A **reliable watch** (not a stopwatch or any other mechanical timing device) that can be reset as needed. If more than one testing room is used, each of the HiSET Test Administrators must also have a watch. In addition, each Test Administrator must have a second timepiece available (such as a Proctor's watch or a wall clock) that can be used as a check against mistiming. Do not use a test taker's watch. (This requirement does not apply to computer-based tests.)
- **A large wall clock for each testing room** that is clearly visible to all test takers.
- **A supply of No. 2** or HB pencils with erasers.
- **A pencil sharpener**, if possible.
- **Calculators (if applicable)**. The HiSET Mathematics Test is calculator neutral. A calculator is not required for paper-based testing, but if a test taker requests a calculator, the test center is required to provide either a basic 4-function or scientific calculator. Which calculator to provide is determined by the state you are testing in.
- Please refer to the state-specific policies. Test takers are never permitted to bring their own calculators. **Note:** For computer-based testing, an on-screen calculator is included with the test, but if a test taker prefers to use a handheld calculator the test center may provide one, but is not required to.
- **Scratch paper** – Test centers must supply scratch paper for test takers who request it. Scratch paper must be colored, but it must be a sufficiently light color that test takers can read their notes. Provide each test taker with exactly three sheets of scratch paper. The Test Administrator must collect all three sheets of scratch paper in its entirety and destroy the scratch paper when the test administration is over. **Exception:** The only time scratch paper should be saved is when it is evidence associated with an Incident Report. In that case, test center personnel should retain the scratch paper in case it is required for a security investigation.

Test Taker Materials

The HiSET website will direct test takers to bring acceptable and valid ID as required by the state to the test center.

Test takers cannot take any other materials into the testing room, including any kind of phone, wearable technology, PDAs and other electronic, recording, listening, scanning or photographic devices, personal calculators, food, beverages, books and papers. Test takers may not access their cell phone during the test or during breaks to check messages, make a call or to check the time or for any other reason. (See “Misconduct” on page 30).

Test Center Regulations

Prohibited Items

Test takers who arrive at the test center with testing aids should be told that they may not bring them into the test center. You and your staff members should not accept the responsibility of holding or safeguarding test takers’ personal possessions. Anyone found using testing aids during the administration should be warned and, if the action continues, should be dismissed from the test (see “Test Taker Behavior and Misconduct” on page 83). While taking a test, test takers should have nothing on their desks except their test books, calculators provided at the test center, pencils, erasers and photo identification. Test takers with accommodations may be allowed certain items that are listed here, such as highlighter pens or rulers. The use of any of the following items in the test center is strictly prohibited.

- any phones, PDAs and other electronic, recording, listening, scanning and photographic devices
- calculators that have been brought in by the test taker
- books, pamphlets or notes
- highlighter pens
- mechanical pencils or pens
- mechanical erasers
- earbuds or headphones
- watch alarms (including those with flashing lights or alarm sounds)
- watch calculators and smart watches
- fitness trackers or other wearable technology
- rulers
- dictionaries (including electronic)
- translators
- papers of any kind

To establish a quiet testing environment, instruct test takers who have alarm watches to deactivate them before the test session begins.

Misconduct

All of the following behaviors by test takers are considered to be misconduct:

- attempting to take the test for someone else or having someone else take the test for the test taker
- failing to provide acceptable identification
- obtaining improper access to the test, a part of the test or information about the test
- having any prohibited device in their possession in the test center (any phones, wearable technology, PDAs and other electronic, recording, listening and photographic devices)
- using any aids in connection with the test, such as mechanical pencils, mechanical erasers, pens, pagers, beepers, books, pamphlets, notes, unauthorized scratch paper, highlighter pens, earbuds, headphones, watch alarms (including those with flashing lights or alarm sounds), calculators other than those distributed by the test center, watch calculators, stop watches, smart watches, dictionaries, translators, compasses, protractors and any handheld electronic, recording, listening or photographic devices
- creating a disturbance. Disruptive behavior in any form will not be tolerated; the HiSET Chief Examiner and/or Test Center Supervisor has sole discretion in determining what constitutes disruptive behavior.
- attempting to give or receive assistance. Communication in any form is not permitted during the test administration. Discussion or sharing of test content during the test administration, during breaks or after the test is prohibited.
- removing or attempting to remove test content from the test center, reproducing and/or disclosing test content by any means (hard copy, verbally, electronically), to any person or entity
- tampering with a computer during a computer-based test administration
- bringing a weapon or firearm into the test center
- bringing food or beverage into the testing room
- leaving the test center vicinity during the test session. At no time may a test taker leave the building during the test or during break.
- leaving the testing room without permission. Test takers are not permitted to go outside the test center building unless it is to use the restroom during the test administration; this includes during breaks.

Weapons Policy

Each site may have their own policies, however, PSI policy prohibits test takers from possessing weapons of any kind in a test center. This aligns with the policy that prohibits personal items in the testing room. However, for **state-owned test centers only**, in U.S. states where firearms are allowed under a “right to carry” law, state law supersedes PSI policy. This policy applies to test takers, visitors and test administration personnel. Law enforcement personnel acting in an official capacity, not as a test taker, may carry weapons.

A kirpan (short steel religious sword), an article of faith, meeting the following requirements is allowed.

- The kirpan should not exceed 7 inches in total length, including the sheath. If upon inspection, the kirpan exceeds 7 inches, the TCA may prohibit it from the testing center.
- The kirpan should be worn on a gatra (cloth strap) that keeps the kirpan tightly secured next to the body and makes it difficult to remove.
- The kirpan should be worn on a gatra underneath clothing so that it is not readily visible. If a test taker attempts to bring a concealed handgun into a test center:
- Ask the test taker to store the gun in a locker or another locked place (e.g., the test taker’s vehicle) if a locker is not available.
- If the test taker refuses, allow him/her to bring the concealed gun into the test center. Do not engage in a confrontation. **Filing an IR is required.**

Head Coverings and Headgear

Head coverings (headgear) claimed to be worn for religious or medical purposes are permitted. Typical head coverings may include hats, turbans, scarves, and yarmulkes. If you see a test taker either remove or put anything into the head covering during the test, request the item, ask the Test Taker if there are any prohibited items concealed. If the test taker refuses, contact PSI to see if the test taker may continue their test. This constitutes test taker misconduct and must be reported on the Supervisor’s Incident Report as a breach in test security.

Scratch Paper Policy

Test centers must supply scratch paper for test takers who request it. It is recommended that you provide scratch paper to all test takers so that there will be no question as to which test takers should have scratch paper to be collected at the end of the test session.

Scratch paper must be a color other than white, but it must be a sufficiently light color so that test takers can read their notes. Only one color of scratch paper should be used on a test day. Different colors should be used on subsequent test days.

Provide each test taker with exactly three sheets of scratch paper. If a test taker asks for more scratch paper, collect the three used sheets before giving the test taker any more sheets. If any section of a page is torn, request that the test taker return the torn section. Establishing that each test taker has exactly three sheets of scratch paper at all times eliminates any question as to how many sheets each test taker should return at the end of the test session.

All scratch paper, in its entirety, must be collected before a test taker leaves the test center. Used scratch paper must be destroyed at the test center, either by shredding with a shredding machine or by tearing into very tiny pieces.

Exception: The only time scratch paper should be conserved is when it is evidence associated with an Incident Report. In that case, test center staff should retain the scratch paper in case it is required for a security investigation.

Unauthorized Visitors and Requests for Media Coverage

Controlling Access

Visitors must not be admitted to the testing room.

Handling Requests from the News Media

Testing is a subject of general interest, and test administrations frequently attract the attention of the media. Under no circumstance should reporters or photographers be admitted to a testing room or have access to test takers until testing is complete and test takers are off the premises. Test takers or staff members may be interviewed (with their consent, of course) after the administration and away from the test site.

Test Center Observers

Purpose of Observations

Test center observations by state officials or PSI are scheduled for the purpose of evaluating test administration procedures and facilities to confirm that they meet the standards set for all test centers. Observations also afford an opportunity for test center staff to raise questions, seek advice or make comments and allow the observers to offer suggestions about modifying test center procedures to help alleviate problems that may have occurred.

What Happens During an Observation

A test center observer carrying government-issued identification and a letter of authorization from PSI, and perhaps photographic equipment, may visit your center during the week preceding the test date and/or on the day of an administration. The observer will want to monitor as many aspects of the test administration as possible, particularly test security arrangements and procedures, conditions relating to the testing environment, and any evidence of the impact of recent changes in program policies, procedures or requirements. Photographs should not be taken during the actual test administration.

Checking for PSI Authorization

An observation will either be announced (you will receive a letter advising you of the visit) or unannounced. In either case, always ask to see the observer's identification and letter of authorization.

Test Taker Complaints

How PSI Handles Test Taker Complaints

Test takers are encouraged to call or email PSI within 10 business days if they have concerns or complaints about any aspect of the testing program in which they participated, including the conditions under which a test was taken. When PSI receives a complaint, we may send a copy with the identity of the writer deleted to the Test Administrator of the test center involved. For complaints that could have been avoided, the Test Administrator is expected to take steps to correct or avoid the situation at future administrations.

Preventing Complaints

You can prevent many complaints by careful planning and preparation, training of test center staff, and being consistent in implementing the procedures outlined in this manual.

Most complaints concern physical conditions at centers, such as overcrowding, inadequate writing surfaces, inadequate lighting and extreme room temperatures.

Through careful attention to detail, many other complaints can be avoided. Test takers complain about apparent mistimings, distracting noises, smoking regulations, no visible clocks, cheating and test center staff who are rude, disorganized or distracting and who do not pay attention to their duties during the administration.

If, before testing begins, you are aware of a potential noise problem (bands playing, banging heating systems, cheering at a sports event, scheduled maintenance or repair work, etc.), please notify the candidate they can be offered noise cancelling devices or reschedule to another date or continue testing.

Handling of Complaints at the Test Center

- If a test taker complains about any aspect of the administration instruct them to contact PSI at 1-855-MyHiSET or HiSETsupport@psionline.com.
- Report the complaint by filing an Incident Report (even if you were able to alleviate the problem).
- **This report is for test center staff use only.**

Score Cancellation Policy

PSI is obligated to report scores that accurately reflect the performance of the test taker. For this reason, PSI maintains test administration and test security standards designed to verify that all test takers are given the same opportunity to demonstrate their abilities and to prevent some test takers from gaining an unfair advantage over others because of testing irregularities or improper conduct. PSI reserves the right to cancel any test score if the test taker engages in improper conduct. PSI also has the right to question any test score when validity is in doubt, because the score may have been obtained unfairly.

Admission Procedures - Identification Requirements (ID)

Introduction

Staff alertness and careful checking of the test taker's identification documents should help to prevent an individual from succeeding with an attempt to test for someone else. You and your staff must ask for identification from every test taker. When identification documents and valid identification are presented, they must be examined carefully by the staff member responsible for admitting the test takers. If a test taker cannot meet the specified ID requirements or has questions about ID, they must contact PSI. For assistance on the actual test administration day, contact Site Administration.

ID Document Requirements

Test takers must register for the test with their LEGAL first and last name as it appears on their government issued identification.

They must provide 1 form of identification. It must be a VALID form of a government issued identification which bears their signature and has their photograph. If the test taker fails to bring proper identification or the names do not match, the test taker will not be allowed to test and their test fee will not be refunded.

Primary ID Requirements

The following government-issued ID documents are acceptable ID for admission to a testing session:

- Passport
- Passport Card (U.S. only; must be accompanied by a supplemental ID)
- Driver's license or temporary license
- State or Province ID card (including those issued by the motor vehicle agencies)
- National ID card
- Military ID card (not applicable for live online proctored tests)
- Tribal Enrollment/Education Card

Please see your state or jurisdiction's requirements for additional acceptable forms of ID.

Supplemental ID Documents

A test taker should provide a supplemental ID if the Test Administrator questions the primary ID document and/or if the primary ID document is otherwise acceptable but does not bear the test taker's full name, photograph or signature. **Each HiSET state also has specific state-based ID requirements; please refer to the state requirements page when checking the test taker in to confirm ID requirements are met.**

- Supplemental ID documents may not be used to resolve last-name discrepancies. The last name on a test taker's primary ID must match (excluding hyphens, accents and spaces) the name on his or her registration confirmation.
- The following ID documents are generally acceptable as supplemental ID:
 - Government-issued ID card (including, but not limited to, those listed under "Primary ID Documents" earlier in this section)
 - Student ID card

Unacceptable ID Documents

The following documents are not acceptable as primary or supplemental ID under any circumstances:

- Any document that is photocopied or produced on a phone or other electronic device.
- International driver's license
- Draft classification card
- International student ID
- Credit/debit card of any kind
- Notary-prepared letter or document
- Birth certificate
- Social Security card
- Any document that is not recognized by a government agency

Driver's License Renewals

If a test taker's driver's license has expired but he or she presents it along with his or her original Department of Public Safety renewal certificate, these two documents together are acceptable in most states if the names on both documents match exactly. If the test taker is issued a temporary paper license in lieu of a renewal certificate, that is acceptable only if it is accompanied by a supplemental ID.

If the test taker is in the U.S. military, and the expiration of his or her driver's license has been extended or deferred by the issuing state, the license can be used as supplemental ID along with the test taker's U.S. Military ID. Depending on the state, the extension or deferral may consist of either a sticker affixed to the license, the designation "military" printed in place of an expiration date, or a separate document carried with the license, usually with a notation that the driver's license is valid until a specific time period after discharge from service.

If you have concerns when admitting a test taker in this situation, enter the information on the Security Incident Report describing the form(s) of ID presented. If possible, submit a photo of the ID with the IR.

Questions About ID Documents

For general questions about acceptable ID, call Site Admin at 1-800-367-1565 ext. 6775, or check the HiSET requirements page.

Procedures for Unacceptable ID or No ID

Do not admit test takers who fail to produce acceptable identification.

Checking in Test Takers

1. **Have the Test Taker Store Personal Items:** Inform arriving test takers that cell phones and other prohibited items cannot be taken into the testing room. All phones are to be turned off. See the “Prohibited Items” list on page 29. Direct test takers to the lockers or other safe place that your center provides for storage.
2. **Have the Test Taker Sign-In:** The Sign-In/Sign-Out sheet must be used by test takers to sign in as they arrive for their appointments. Be sure to compare the signatures on the test takers’ IDs to the signatures they provide on the sheet.
3. **Upon GPS login search scheduled candidates from the Proctoring tab within GPS (for Computer-Based Testing Only):**
4. **Check the Test Taker’s Identification**
 - a. Check the identification matches the GPS record
 - b. Ask for ID from every test taker. Each test taker must present one form of primary ID. See “Identification Requirements” on page 35 for information about acceptable and unacceptable IDs. Test taker ID requirements can vary by state.
 - c. Check that the ID contains all the following items:
 - The test taker’s name as given when the appointment was made
 - A recent, recognizable photograph of the test taker
 - The test taker’s signature
 - d. Check that the name on the identification exactly matches the name on the roster at the admin station.

*If the name does not match, see the **Check-in Issues** section of **Handling Irregularities**, and file an Incident Report (IR). There are some limited errors that can be accepted and corrected, including mailing address, phone number, e-mail address, preferred testing language and background information questions.*
 - e. Check that the photo looks like the person presenting it.
 - f. Compare the name and date of birth on the ID to the information on the check-in screen. Check that the name and signature on the ID match those on the Sign-In/Sign-Out sheet.

If you are uncertain that the ID matches the person presenting it, ask to see a second form of ID.

Do not admit any test taker who cannot produce the required ID. If you must turn away a test taker for unacceptable ID, file an IR.

- g. Workstation Assignment (for Computer-Based Testing Only):** After check-in test center administrators are able to use any authorized and available workstations to seat the candidate for testing
- h.** A test center personnel member should escort the test taker to the assigned workstation and continue with the procedures on page 75 for **Starting a Test Session**.

Chapter 5 - HiSET Paper-Based Administration Guide

Introduction

This chapter provides information on how to efficiently administer the paper based HiSET. It covers test day preparation, activities during and after the tests, test security and accommodations for individuals with disabilities and health-related needs.

Checklist for Paper-Based Administrations

You will receive materials and information relating to the administration.

Check ✓	Materials Provided by PSI
	1. Test books and answer sheets
	2. Supervisor's Report Form (SRF)
	3. Security Incident Report (SIR)
	4. Return envelope for completed answer sheets and SRF
	5. Return envelope for completed SIR
	6. Return Instructions
	7. UPS Return Pouch

Receiving and Storing Materials

Receiving Test Materials

Alert your receiving office prior to each shipment that you are expecting a shipment to arrive and arrange to have the carton(s) delivered to you upon receipt. If immediate delivery to you is not possible, ask that the shipment be placed in a secure locked area that is restricted to one or two authorized persons. At each test center, authorized persons should be limited in number, and should be those persons whose normal duties require use and/or protection of secure materials. Students and prospective test takers are not considered authorized persons for the handling of, access to, or storage of PSI test materials.

How to Check the Materials

Within 24 hours of receiving the test materials, open each carton and check its contents against the test shipment notice.

Step	Action
1	Open the cartons and take out the materials. Check that you have received all materials listed on your shipment notice. Note: Never leave the test materials unattended when outside a locked storage area.
2	Store the carton(s) in a secure area to which only you and other authorized persons have access. Test materials are considered to be in secure storage when they are locked in a container, compartment or area. You must take reasonable care to verify that the location of and access to the storage, and the strength of its locking mechanism, are sufficient to deter access to the test materials by unauthorized persons.

Missing/Delayed Delivery of Materials

If you believe your shipment of test material is delayed or lost in transit, please contact PSI Site Administration to investigate the status of your order.

If you think you did not receive your entire order, check your shipment notice to confirm that you received all of the boxes included with your shipment. If you find that you are missing part of your shipment or need to order more, please contact Site Admin at siteadmin@psionline.com or 1-800-367-1565 ext 6775 for assistance. Please note all new or replacement test material orders can take 2–3 weeks for processing.

Test Day Preparation - Preparing the Test Center, Personnel and Materials

Test Center Personnel Reporting Time

All test center personnel, including Test Administrators and Proctors, must report to the test center 30 minutes prior to test taker reporting time.

Change of Reporting Address or Site

If a last-minute change in reporting site becomes necessary:

- Post signs at the original location.
- Note the reason for the change of location on the Security Incident Report.

Test Taker Reporting and Check-in Area

To confirm that the admission process goes smoothly, it is important that you plan in advance how and where you will have the test takers check in.

If you are using a central reporting site for test taker check-in, please make certain that there is enough space for the test takers to line up. If more than one check-in table is used, each individual checking in test takers should have a copy of the Attendance Roster.

Each Test Administrator is responsible for checking test takers' admission and identification documents at the testing room, even if check in is handled at a central reporting location.

Accounting for Test Materials on Test Day

Before distributing materials, the Test Administrator must complete the following steps to account for test materials:

- **Confirm Test Center Number:** Your test center number appears on the test shipment notice below the test center address as the last five digits of the ID Number. Before the administration begins, post this number, as well as the test center name and location, at the front of each testing room.
- **Distribute Attendance Roster:** Give each individual who will be checking in test takers a copy of the Attendance Roster, which can be printed from the HiSET Portal.

- **Verify Materials are Distributed and Signs are Posted:** Make sure all necessary materials and signs are posted and available for the reporting and check-in process.
- **Confirm Form Availability:** Review test forms assigned to each test taker and confirm that all forms are available for administration. If forms are not available, you must call PSI PSI Site Administration to get a different test form assignment for that test taker.

Distributing Test Materials to Test Administrators

Use the following procedures to distribute materials to each of the Test Administrators on test day:

Step	Chief Examiner or Test Administrator's Action
1	Count out the appropriate quantity of test books for each scheduled test taker.
2	If applicable, record the test book quantities and the quantities of calculators given to each Proctor on the Seating Charts.
3	Distribute the form, test books and calculators, if applicable, to the Test Administrator or Proctor.
4	If you have extra materials that are not distributed to Test Administrators, place those materials back in a carton, reseal the carton and return it to secure storage.

Step	Test Administrator's Action
1	Place the test books where test takers will not have access to them as they enter the testing room. Never leave test books unattended while they are out of locked storage.

Admitting Registered Test Takers

Procedures for Registered Test Takers

Each Test Administrator is responsible for checking test takers' admission and identification documents at the door to the testing room. If there is any question about a test taker's admission or identification documents, the Test Administrator should refer the test taker to the Chief Examiner or PSI for a decision.

Use the following steps to check in registered test takers:

Step	Test Administrator's Action
1	Ask the test taker to present the following items: acceptable identification document(s) with the test taker's name as shown on their registration confirmation.
2	Log onto the HiSET Portal (https://console.psiexams.com/portal/index.jsp) to confirm the test taker's appointment to be certain that it is for: <ul style="list-style-type: none">• the correct test,• your test center, and• the test date
3	Change test taker status from scheduled to check in the Portal.
4	Inspect the test taker's identification document(s). The name on the ID must exactly match the roster. The photograph must look like the test taker. (See also "Identification Requirements" on page 35.) If the test taker cannot present the required ID document(s), explain that you cannot admit a test taker without proper ID and dismiss the individual.
5	Randomly assign the test taker to a specific seat in the testing room. Do not permit test takers to select their own seats. (See also "Guidelines for Assigning Seats" in the next section.)

Seating Test Takers and Closing the Testing Room

Guidelines for Assigning Seats

When you assign seats to test takers as they enter the testing room, please observe the following general rules:

- Under no circumstances are test takers to select their own seats. To prevent any prearranged cheating plans that may have been made by test takers, assign test takers to seats at random as they enter the testing room. This procedure should separate friends or associates and prevent them from communicating for any purpose during the administration.
- Seating the test takers in approximate alphabetical order is another method that may be used to separate friends or associates. If you use this procedure, make certain that test takers with the same last name are not seated near each other.
- Regular seating patterns that could be anticipated or circumvented by the test takers (such as being instructed to sit on alternate sides of the room as they are admitted) are not acceptable. (Refer to “Seating and Security” requirements beginning on page 23 for suggested seating plans.)
- You and your assistants must have unimpeded access to every test taker and must be able to monitor all test takers from any location in the testing room.

Activities During the Test

Timing the Test

Importance of Accurate Timing

The accurate timing of a test is of critical importance. Errors in timing often necessitate a makeup test administration, which causes inconvenience for test takers. Specific timing instructions in this manual must be followed precisely.

Any timing irregularity and the resultant action taken (if any), whether for an individual or a group, must be explained on the Security Incident Report.

Resetting Your Watch

The timing instructions in this manual are based on arbitrary and controlled starting times. Regardless of the actual time, Test Administrators must reset their watches to conform to the instructions given in this manual.

Unscheduled Breaks

If a test taker must leave the testing room during the actual testing time to go to the restroom, the test taker must receive permission to do so from the Test Administrator or a Proctor. Timing for the test will not stop and the test taker will forfeit that time. All security policies remain in effect. Test takers cannot access personal items, such as cell phones or notes, during the break, and they must be checked back into the testing session when they return. Use the following procedures if you approve a test taker to leave the room in the event of an emergency:

Step	Action
1	Collect the test book, answer sheet and ID documents as the test taker leaves the room.
2	Make sure the test book collected is the actual test book and not a substitute or duplicate. Fan the test book to make sure no pages were removed.
3	When the test taker returns, check the identification and hand back the test book, answer sheet and ID documents.

Accounting for Materials During the Administration

Introduction

The cost of a lost or stolen test book goes far beyond the thousands of dollars required to develop and produce a new edition of a test. Such a loss has an impact on the integrity of the test, the validity of the test scores and the confidentiality of test materials.

The security and confidentiality of all test materials is a primary responsibility of each Test Administrator from the moment of receipt until the materials are returned. It is imperative that you immediately report any discrepancies in test book accounting (identified after test book receipts have been verified) to PSI

As noted earlier, appropriate test book accounting involves specific checkpoints during the time the test books are in your possession. These checks are necessary to prevent test book security problems and, if necessary, to pinpoint if and when a breach of security may have occurred. Test books must never be left unattended, and they must never be within easy access of the test takers before they are distributed or after they are collected. Review the test book accounting procedures with every member of your testing personnel and make certain that everyone understands what is required and how to implement the procedures.

Completing Seating Charts

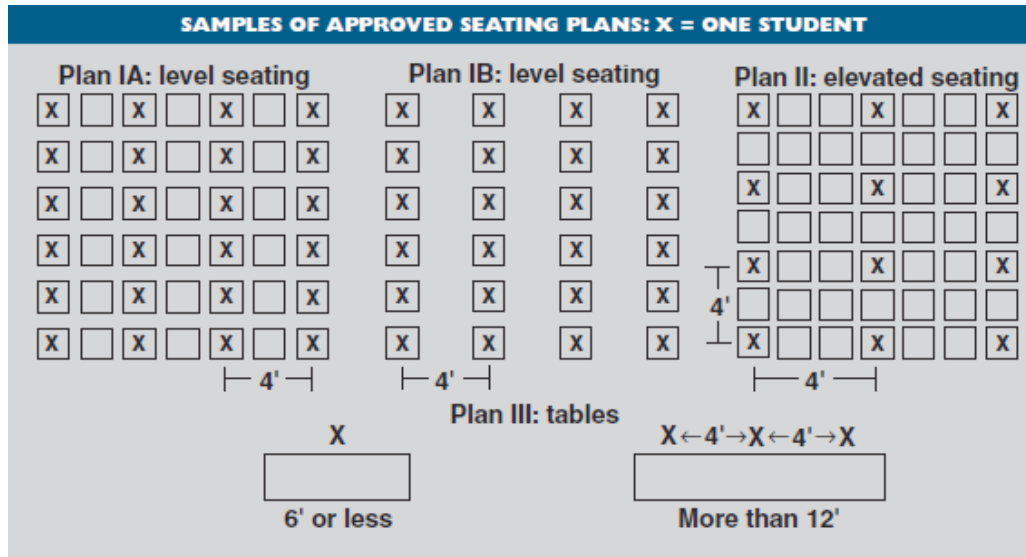
As part of the process of accounting for test materials, you must prepare a seating chart for each testing room. This chart should show the general floor plan, the location of each test taker in the room and each test ID. A sample seating chart is provided below. The form can be photocopied for additional testing rooms.

Seating Requirements

Regardless of the type of testing, standard or nonstandard, you need to apply the same guidelines, listed below, for seating. Use the sample seating plans to help you arrange your room to meet these requirements. The seating plan below is a sample seating chart to use as a guide for setting up your administration.

- Create a chart that represents your seating and allows you to record the test taker's name in the corresponding seat.
- Use chairs with backs.
- Face seats in the same direction.
- Place chairs directly behind those in the preceding row.
- Separate each test taker by a minimum of five feet on the right, left, front and back (measure from the center of the desk).
- Confirm unimpeded access to every test taker by staff.
- Seat only one test taker at a table measuring six feet in length or less.

- Seat test takers at least four feet apart and facing the same direction if tables longer than six feet are used.
- Provide a large, smooth writing surface; preferably desks or tables.
- Table-armchairs must have a minimum writing surface or 12 x 15 inches (30 x 38 centimeters).
- Study carrels, language laboratory booths and tables with partitions or dividers are acceptable. Please see page 23 for details.



Distributing Test Materials

Before distributing test materials to test takers, place the materials where test takers do not have access to them as they enter the testing room.

Follow the directions in this manual for distributing the test books, answer sheets and calculators. The test books are to be handed to each test taker, one at a time. Be sure that no one receives more than one test book. **Test books must match what was assigned by the HiSET Portal.**

Also be sure to distribute the correct answer sheet to each test taker, based on the test he/she is registered for. There are three (3) different answer sheets for HiSET — one for Mathematics, one for Language Arts–Writing, and one that can be used for any one of the other three subjects: Science, Social Studies or Language Arts–Reading. **The answer sheet must match the test subject that is being given.**

Scripts for Administering HiSET Paper-Based Tests

The scripts for administering the paper-based HiSET are provided below. The boxed areas indicate content that should be read aloud to test takers, pausing where four dots appear to allow time for the procedure to be carried out. Directions are also provided for test takers in the test books. Test takers can follow along in their test books as well.

Introductory Script for All HiSET Administrations

When everyone has been admitted and seated and you are ready to begin, say:

Good morning, and welcome to the HiSET administration.

Testing will begin in a few minutes. I am required to read these instructions exactly as written, and I cannot deviate from them. Please pay close attention to the instructions as I read them.

PSI is obligated to report scores that accurately reflect your performance. For this reason, PSI maintains test administration and test security standards. Misconduct on your part will result in your dismissal from the test, forfeiture of your test fees and the cancellation of your scores by PSI. Examples of misconduct are: possession of any phone, personal digital assistant [PDA] or any other electronic, listening, recording, scanning or photographic devices, giving or receiving assistance of any kind, taking excessive breaks, leaving the testing room without permission, leaving the test center during the test administration, disturbing other test takers or behaving inappropriately, communicating about the test with any person other than the Test Administrator and/or Proctor, removing a page or any part of a page from the test book, attempting to take the test for someone else, not returning scratch paper in its entirety at the end of testing, and using any unauthorized aids such as books, papers, pamphlets, personal calculators, dictionaries, rulers or highlighter pens. No eating or drinking is permitted during the test administration.

All of your belongings should be put away, except for your identification documents and your pencils and eraser.

The official time will be kept according to my watch. You may use only a No. 2 or HB pencil to mark your answers on the answer sheet. Do not write in the test book or make any stray marks on it. You will be writing only on your answer sheet or on

scratch paper if you need it. If you need scratch paper, please let me know and I will provide this to you. If you do not have a No. 2 pencil, please raise your hand and a Proctor will give you one.

[If any test takers do not have pencils, give them pencils from your supply.]

Fill in the circles on your answer sheet completely, and do not make any stray marks when marking your answers. If you erase, do so carefully and thoroughly. You will not be allowed to clean up your answer sheet after time has been called.

Then say:

When the time is called for a section, you must stop marking that section of your answer sheet and put your pencil down.

Then do the following and say:

I will now count and distribute the test books and answer sheets. Do not open your test book or answer sheet until I instruct you to do so. If you need scratch paper, raise your hand and I or one of the Proctors will give it to you.

Count and record the number of test takers for each subject test and take from your supply only that number of test books. To facilitate counting test materials, follow a prearranged plan of distribution and collection. Each test taker should be handed a test book individually, and the test book should be placed on the test taker's desk or work area with the cover facing down. Make certain no one opens a test book until you give the signal to do so. Check that the number of test books distributed plus the number of unused books equals the number of books you originally counted. This is critical; any discrepancy must be resolved. (See "Accounting for Materials During the Administration," page 47).

Take from your supply the correct number of answer sheets for the test being administered. Confirm that each test taker receives the appropriate answer sheet for the test he/she has registered for (Science, Social Studies or Reading).

While you are carrying out these activities, you and/or the Proctors should check to be certain the test books remain closed.

Finally, if scratch paper is to be provided, distribute HiSET scratch paper to the test taker(s) who request it.

Then say:

Now take out your answer sheet and turn your test book over. Please check to see that it is the correct answer sheet for the test you are taking. Then fill in the information on the front. You can leave box #6 blank. For box #7, you can find your test code on the back cover of your test book. Do not open your test book. . . .

Now complete page 2. Fill in the test form number (which can be found on the back cover of your test book), read the certification statement in the bottom left-hand corner of your answer sheet and sign your full name If you have any questions, raise your hand. . . .

When you are sure everyone has completed the identifying information on the answersheet, say:

If, at any time during the test, you believe you have a defective test book, raise your hand.
Do you have any questions now? . . . Open your test book and read the instructions.

Script for Administering the HiSET Mathematics Test

Answer any questions. Check the time, and say:

You are taking the HiSET Mathematics test. The test book contains a total of 55 multiple-choice questions. You will have 90 minutes for this test. Wait for my signal to begin work.

Set your watch to almost the nearest half hour (e.g., 1:29). When it reads exactly the halfhour (e.g., 1:30), say:

Open to the first page. Read the directions and begin your work.

You and/or the Proctors should walk about during the test, watching test takers carefully to see that all are working on the correct section.

— — — — — **At 85 minutes** — — — — —

There are five minutes remaining for the Mathematics test.

— — — — — **At 90 minutes** — — — — —

Please stop work on Mathematics and put your pencil down.
Close your test book and keep it closed on your desk.

In approximately one week, PSI will post a score report for you under your profile on the HiSET Portal.

Then say:

Check your answer sheet to see that you have signed your full name in the box provided. Now take out your identification and have it ready for inspection when your test book is collected . . . Since we must verify that we have a test book and answer sheet from each of you, we ask your cooperation for a short time until all materials have been collected and counted.

Remain in your seats, and if you talk, please do so quietly.

- Collect a test book and answer sheet from each test taker. Make sure there are no answer sheets left inside any of the test books.
- Check the ID against the signature on the answer sheet. Also verify that the first six letters of the last name gridded on the answer sheet match the printed letters.
- Clear the memory on each test taker’s calculator by pressing the “Memory” button once and then the “On” button once. Check each calculator to confirm that no test content is being removed or concealed (e.g., writing on the calculator).

The test taker may not leave the testing room until you are sure that you have collected his/her test book and answer sheet. After everything has been collected and checked, say:

The test administration is now over. Gather your belongings and exit the building quietly, as students in the other rooms may still be testing. Thank you for your cooperation.

- Check the testing room to make sure nothing has been left behind. Fill out the section of the Supervisor’s Report Form and return it with the answer sheets. Turn to page 56 for activities after the test. Note any irregularities on the Security Incident Report.
- Log onto the HiSET Portal and indicate for each appointment whether the test taker checked in, was a “No Show” or was not able to test or complete the testing session for some reason.
- Check each used test book to make sure it is clean and reusable — that no answers, stray marks, tears, smudges, etc., are visible. If a test book has been compromised in any way, print “Unusable” on the test book cover and return with a completed Security Incident Report.

Script for Administering the Science, Social Studies and Reading HiSET Tests

Test	Questions	Time
Science	60	80 minutes
Social Studies	60	70 minutes
Reading–English	50	65 minutes
Reading–Spanish	50	80 minutes

Answer any questions. Check the time and say:

You are taking the (science/social studies/reading) test. The test book contains a total of ___ multiple-choice questions. You will have ___ minutes for this test. Wait for my signal to begin work ... Open the first page. Read the directions and begin your work.

You and/or the Proctors should walk about during the test, watching test takers carefully to see that all are working on the correct section.

— — — — — **At 75/65/60/75 minutes** — — — — —

There are five minutes remaining for the science/social studies/reading test.

— — — — — **At 80/70/65/80 minutes** — — — — —

Please stop work on the science/social studies/reading test and put your pencil down. Close your test book and keep it closed on your desk.

In approximately one week, PSI will post a score report for you under your profile on the HiSET Portal.

Then say:

Check your answer sheet to see that you have signed your full name in the box provided. Now take out your identification and have it ready for inspection when your test book is collected ... Since we must verify that we have a test book and answer sheet from each of you, we ask your cooperation for a short time until all materials have been collected and counted.

Remain in your seats, and if you talk, please do so quietly.

- Collect a test book and answer sheet from each test taker. Make sure there are no answer sheets left inside any of the test books.
- Check the ID against the signature on the answer sheet. Also verify that the first six letters of the last name gridded on the answer sheet match the printed letters.

The test administration is now over. Gather your belongings and exit the building quietly, as students in the other rooms may still be testing. Thank you for your cooperation.

- Check the testing room to make sure nothing has been left behind. Fill out the section of the Associate Test Administrator's Report and return it with the answer sheets. Note any irregularities on the Security Incident Report.
 - Log onto the HiSET Portal and indicate for each appointment whether the test taker checked in, was a "No Show" or was not able to test or complete the testing session for some reason.
 - Check each used test book to make sure it is clean and reusable — that no answers, stray marks, tears, smudges, etc., are visible. If a test book has been compromised in any way, print "Unusable" on the test book cover and put it aside until test books are returned at the end of the year.

Instructions for Administering the HiSET Writing Test

Answer any questions. Check the time, and say:

You are taking the HiSET Writing Test. The test book contains 60 multiple-choice questions, and 1 essay question. You will have a total of 120 minutes for this test. Wait for my signal to begin work.

Set your watch to almost the nearest half hour (e.g., 1:29). When it reads exactly the halfhour (e.g., 1:30), say:

Please open your books and begin testing. Read the directions for each section carefully. For the essay question, write your response in pencil using the lined space on your answer sheet.

----- **At 110 minutes** -----

There are ten minutes remaining for the Writing test.

----- **At 115 minutes** -----

There are five minutes remaining for the Writing test.

----- **At 120 minutes** -----

Please stop work and put your pencil down. Close your test book and keep it closed on your desk.
In approximately one week, PSI will post a score report for you under your profile on the HiSET Portal.

Then say:

Check your answer sheet to see that you have signed your full name in the box provided. Now take out your identification and have it ready for inspection when your test book is collected ... Since we must verify that we have a test book and answer sheet from each of you, we ask your cooperation for a short time until all materials have been collected and counted.

Remain in your seats, and if you talk, please do so quietly.

- Collect a test book and answer sheet from each test taker. Make sure there are no answer sheets left inside any of the test books.
 - Check the ID against the signature on the answer sheet. Also verify that the first six letters of the last name gridded on the answer sheet match the printed letters.
 - The test taker may not leave the testing room until you are sure that you have collected his/her test book and answer sheet. After everything has been collected and checked, say:

The test administration is now over. Gather your belongings and exit the building quietly, as students in the other rooms may still be testing. Thank you for your cooperation.

- Check the testing room to make sure nothing has been left behind. Fill out the section of the Test Administrator's Report Form and return it with the answer sheets. Note any irregularities on the Security Incident Report.
- Log onto the HiSET Portal and indicate for each appointment whether the test taker checked in, was a "No Show" or was not able to test or complete the testing session for some reason.
- Check each used test book to make sure it is clean and reusable — that no answers, stray marks, tears, smudges, etc., are visible. If a test book has been compromised in any way, print "Unusable" on the test book cover and put it aside until test books are returned at the end of the year.

Collecting Materials and Dismissing Test Takers

Introduction

Before any test taker is dismissed from the testing room, test books (used and unused) should be counted, and the count should be checked against the count taken after the test materials were distributed to test takers.

At the End of the Test

Collecting Test Books, Answer Sheets and Checking ID: Collect test books and answer sheets from each test taker individually. This will confirm that you have all test books and answer sheets and should make it easier to account for the materials at the end of the administration. Test takers are to have their identification on their desks so you can match the names on the answer sheets to the names on the identification.

Check each test book to verify that it is reusable. Put aside any damaged books — those with stray marks or marked answers — and return them to PSI via a SIR return envelope (see “Returning Test Materials” below for specific instructions).

Clearing Memory on Calculators: If calculators have been provided to the test takers and used during the administration, clear the memory on each test taker’s calculator by pressing the “Memory” button once and then the “On” button once (see sample buttons below). Check each calculator to confirm that no test content is being removed or concealed (e.g., writing on the calculator).



Protecting Test Materials and Dismissing Test Takers: When you are sure you have accounted for all of the test materials, place them where they will not be accessible to the test takers as they leave the testing room. (Do not leave test books near the exits test takers will use.) Then dismiss the group. Protect all test materials as the test takers leave the room. No one is permitted to examine any of the test materials after they have been returned to you. Before you leave the testing room, make certain that you have all test materials in your possession and that nothing has been left behind.

Finalizing Test Taker Information in the HiSET Portal: Log back into the Portal to confirm that the test taker information is correct for the session that just ended.

- Verify whether the test taker checked in, was a “No-Show” or was unable to test or complete testing for some reason.
- Confirm the subject name and the form of the test taken, the language (English or Spanish) and the delivery mode (paper).

Activities After the Test

Overview

Introduction

Following the administration of the test, you will need to complete all the necessary forms and package the materials for return to PSI. Be sure to follow the instructions printed on the Return Instructions sheet included in your shipment for returning test materials. You will also be able to find this information within the HiSET Portal.

Returning Test Materials

Introduction

To avoid delays or errors in returning test materials, please adhere strictly to the following instructions and those provided with your shipment.

It is advisable that all used answer sheets as well as the following forms be returned immediately to PSI. **Missing or late returns result in costly follow-up investigations and may delay score reporting. Follow the directions on the next page for separating materials and completing forms. All the materials MUST be mailed together.**

Answer Sheets and Forms

The following materials must be returned according to the instructions printed on the Return Instructions sheet included in your shipment.

Answer Sheets

- **Handle Answer Sheets Carefully:** Keep them flat. Edges must not be damaged. Paper clips, rubber bands or staples must not be used.
- **Labelling:** As prompted on the labels provided, please indicate your center number and number of each piece in sequence, for example: "1 of 2," "2 of 2." Affix one return label to each box or envelope in your shipment.
- If it is necessary to use more than one envelope or box, number them consecutively ("1 of 3," "2 of 3," etc.).

Test Administrator’s Report Form

On the Test Administrator’s Report Form section, write and grid the number of used answer sheets.

Security Incident Report Form

Complete and return only if irregularities occurred. If there were irregularities in the administration, verify that all Security Incident Reports contain thorough information relating to the incident.

Test Question Ambiguity and Error Form

Complete and return only if concerns regarding test question ambiguity or errors occur.

Test Books and Forms

Used and Unused Test Books

Unless a test book is damaged, test books will be returned to PSI only at the end of the year when new test forms will be available for the following year. At that time, please return all used and unused test books, including those that were compromised in an administration and labelled “Unusable.”

Damaged Test Books

After each test administration, test books need to be checked to confirm that they are reusable. Damaged test books must be returned to PSI via a SIR return envelope. Keep records of any test book that is returned to PSI during the testing year.

Irregularities and Exceptional Situations for Paper-Based Administrations

Reporting Irregularities

Introduction

No manual can deal with all situations that might arise during testing. From time to time, questions or emergencies may occur that are not adequately addressed in this manual. PSI relies on you, as the person responsible for all aspects of the administration, to handle any emergency or exceptional situations at your test center. PSI will support your actions if they are consistent with established PSI policies and procedures. There may be times, however, when you will have to go beyond established policies and procedures to deal with particular problems. PSI will support your decisions if, in light of the circumstances, your actions are reasonable, sound and designed to establish score validity and a satisfactory testing environment.

The information below provides procedures for documenting testing irregularities and responding to situations that could potentially arise during the course of the test administration.

The guidelines in “Handling Specific Irregularities” beginning on page 63 are provided as a general framework to facilitate your handling of nonroutine or emergency situations. PSI staff are available during business hours and on all test dates to offer advice and assistance. Please do not hesitate to call (see “Communicating with PSI” on page 4).

Importance of Reporting Irregularities

It is extremely important that you use the Security Incident Report to report information to PSI concerning any possible security breaches, misconduct and other incidents at the test center. Facts that may seem of little consequence at the time may later assume considerable significance when PSI staff must decide whether further action is justified.

PSI thoroughly reviews all Security Incident Reports and takes appropriate action. In certain cases, because of confidentiality or privacy factors, it may not be possible for PSI to report back to Test Administrators regarding actions taken.

Information to Include on Report

All reports should be complete and explicit and include a detailed description of the following:

- overview of the incident or irregularity
- identification and appointment number of the individuals involved, including the names and telephone numbers of all test center personnel who might provide relevant information about any tests that might be affected
- the length of time each incident was observed
- details regarding what happened
- when it happened
- what action was taken

A report filed by a Test Administrator should be signed. Please add any additional information that might also be useful to PSI for resolution of the problem. The report should be completed by test center personnel only.

Handling Specific Irregularities

Introduction

Procedures for handling specific irregularities are grouped under four categories:

- Test Material Flaws
- Group Irregularities
- Individual Irregularities
- Security and Conduct Irregularities

Test Material Flaws

The following irregularities involve potential errors in printing and assembly of test books and problems with individual test questions, such as typographical errors and ambiguities.

Irregularity	Action	Reporting the Irregularity/Returning Materials
Defective Test Materials	<p>If discovered BEFORE testing begins:</p> <ul style="list-style-type: none"> • Collect the defective test materials. • Give the test taker a new, unused testbook, if available. <p>If discovered AFTER testing has begun:</p> <ul style="list-style-type: none"> • Collect the defective test book. • Give the test taker a new test book, if available, with the same test form code. The test taker should continue with the new test book. The test taker will need to complete the information on the back cover of the new test book between sections. No information should be collected in the test books. 	<p>Print "Defective Material" on the defective test book covers and attach the test book to the Security Incident Report. If answers were recorded in the defective book, attach the defective test book to the replacement testbook and send to PSI with the Security Incident Report.</p> <p>Provide full information on the Security Incident Report.</p> <ul style="list-style-type: none"> • Report the nature and location of the defect. • Provide page numbers if possible. • Provide test taker's name and appointment confirmation number. • Report if the test taker was able to complete the test or if he or she was dismissed.
Test Question Ambiguities and Errors	<p>Report any typographical errors or possible ambiguities.</p>	<p>Document the error or ambiguity, providing detailed information. Do not take screen shots or photographs of any test materials. Provide documentation to PSI.</p>

Group Irregularities

The following irregularities may affect all or most of the test takers in a testing room or at a testing site.

Irregularity	Action	Reporting the Irregularity/Returning Materials
Mistimings	<p>For an UNDERTIMING: Whenever possible, correct an under-timing before test takers are dismissed.</p> <p>For an OVERTIMING: No adjustment can be made in the case of an overtiming.</p>	<p>Report the mistiming on the Security Incident Report and include the following information:</p> <ul style="list-style-type: none"> • Whether it was an undertiming or an overtiming. • The amount of time involved. • In the case of an undertiming, how it was corrected. • The number of test takers affected. • Names and appointment confirmation number of the test takers affected. • Attach the test books of all affected test takers to the Security Incident Report.
<p>Emergencies <i>Storms, floods, power failures or other disruptions beyond your control</i></p>	<ul style="list-style-type: none"> • Decide whether you must cancel the administration or if you can find an alternate location. • If you decide not to test, call PSI immediately for instructions. • If test takers have arrived before you make the decision to cancel: Contact PSI. 	<p>Report the emergency on the Security Incident Report. Provide full details, including the action taken.</p>

Group Irregularities

The following irregularities may affect all or most of the test takers in a testing room or at a testing site.

<p>Emergencies <i>Emergency evacuation</i></p>	<p>Your primary concern should be the safety of test takers and test center personnel.</p> <p>When an emergency occurs, you should immediately:</p> <ul style="list-style-type: none"> • Note the time of the incident and, if time permits, collect the test books. • If test takers and test center personnel are not in physical danger, secure the testing materials, lock the testing room and evacuate test takers and personnel. • Gather test takers in a designated safe area. Test takers should be monitored and should not discuss the test. • If testing is able to resume, redistribute the test materials and check ID for all test takers before restarting the test. • Subtract the amount of testing time that elapsed from the total testing time to determine the amount of remaining testing time. Inform the test takers how much time remains, reset your clock, and instruct test takers to resume working. • Call PSI as soon as possible. 	<p>Report the emergency on the Security Incident Report. Provide full details of the emergency and action taken.</p> <p>If testing is able to resume, note the time the emergency occurred, and timing stopped.</p> <p>Include the stop and restart time on the Security Incident Report.</p>
<p>Disturbances <i>Disturbances in testing room</i></p>	<p>If possible, reduce or eliminate the source of the disturbance (loud noise, excessive heat/cold, etc.) or move test takers.</p>	<p>Report details of the situation on the Security Incident Report, including:</p> <ul style="list-style-type: none"> • Nature of the disturbance. • If testing was stopped and the amount of time elapsed. • If there were any test taker complaints. • Number of test takers affected. • Names and appointment confirmation numbers of test takers affected.
<p>Disturbances <i>Disturbances due to illness or medical emergency</i></p>	<ul style="list-style-type: none"> • Ask test takers to close the test books until the situation is resolved. • Remedy the situation in the most practical way. • Keep test takers calm to the extent possible. • If moving to another testing room is necessary, collect and later redistribute test materials. • Record any time loss and subsequent adjustments in testing time. 	<p>Report details of the situation on the Security Incident Report, including:</p> <ul style="list-style-type: none"> • Time loss and subsequent adjustments. • Complaints from other test takers, including their name(s) and appointment confirmation number(s).

Individual Irregularities

The following irregularities are usually limited to one or a few test takers in a testing room or site.

Misplaced Answers

If a test taker has mistakenly marked answers in the test book instead of on the answer sheet:

- Instruct the test taker to mark answers correctly from that point forward.
- Inform the test taker that you will notify PSI and that every effort will be made to give proper credit.
- Attach the test book and answer sheet to the SIR and forward to PSI.

Report details of the situation on the Security Incident Report. Attach the test book to the Security Incident Report and return both via the SIR return envelope. Attach the test book and test to the SIR and return all in the SIR return envelope.

Security and Conduct Irregularities

The following irregularities involve test security incidents and possible test taker misconduct.

<p>Loss or Theft of Test Books <i>Before the test</i></p>	<p>When carton(s) of test materials arrive from PSI and are opened and checked, if any materials are missing or if you detect any evidence of tampering with the carton(s), call PSI immediately.</p> <p>On the day of the test, if any materials are missing or there is evidence of tampering when you reopen and recheck the carton(s) of materials, call TAS immediately for instructions.</p>	<p>Provide a detailed explanation on the Security Incident Report.</p>
<p>Loss or Theft of Test Books <i>During the test</i></p>	<p>After distributing test books, you must account for them. If you find a discrepancy in the test book count, contact PSI.</p> <p>At any time, if a test taker leaves the testing room with a test book or any part of a test book, notify PSI as soon as possible.</p>	<p>Provide a detailed explanation on the Security Incident Report, including the test taker's name and appointment confirmation number.</p>
<p>Misconduct <i>Disruptive behavior</i></p>	<p>If a test taker's behavior is disruptive, warn the test taker that he/she will be dismissed if the behavior continues. You may wish to isolate the offender in a way least disturbing to others.</p> <p>If, after receiving a warning from you or a test center personnel member, a test taker's disruptive behavior continues, dismissal is warranted. See "Dismissal for Misconduct" (on page 69).</p>	<p>Provide a detailed explanation on the Security Incident Report, including the test taker's name and appointment confirmation number, and if any other test takers were affected.</p>
<p>Misconduct <i>Testing aids</i></p>	<p>The use of the following is strictly prohibited:</p> <ul style="list-style-type: none"> • any phones, PDAs and other electronic, listening, recording or photographic devices • smart watches or any wearable technology • books • pamphlets • highlighter pens • earbuds or headphones • watch alarms (including those with flashing lights or alarm sounds) • calculators other than those distributed by test center personnel • rulers • dictionaries, including electronic translators <p>Anyone found using aids during testing should be warned and, if action continues, should be dismissed from the test.</p> <p>See "Dismissal for Misconduct" (on page 69).</p>	<p>Provide detailed information regarding the incident and the action taken by you or your staff on the Security Incident Report, including the test taker's name and appointment confirmation number.</p> <p>Attach the test taker's test book and answersheet to the Security Incident Report.</p>

<p>Misconduct <i>Giving or receiving information of any kind</i></p>	<p>Change seating and take no further action until you are sure that information has been shared. Have an assistant witness any suspected misconduct.</p> <p>If the situation persists after a warning from you or a staff member, dismissal is warranted. See "Dismissal for Misconduct" (on page 69).</p>	<p>On the Security Incident Report, provide names and appointment confirmation numbers for all test takers suspected of giving or receiving information (identify givers and receivers of information). Provide details of what was observed and indicate when a verbal warning was given to the test taker.</p> <p>Provide a sketch of the seating plan on a separate piece of paper.</p> <p>If test takers' seats are changed, please indicate on the seating chart both the original and new seat locations.</p> <p>Attach the test books for all involved to the Security Incident Report.</p>
<p>Restroom Use</p>	<p>Under no circumstances may two or more test takers leave the testing room at the same time.</p> <p>If a test taker receives permission to leave the testing room to use the restroom, collect the test book, answer sheet and ID document(s) as the test taker leaves the room, and hand them back when he/she returns. Check the test taker's ID before returning materials.</p> <p>Use of any phone or electronic communication is not permitted during breaks and is grounds for dismissal.</p>	<p>There is no need to report approved breaks; however, unapproved excessive or extended breaks must be reported on the Security Incident Report.</p>

Dismissal for Misconduct

Both order and security must be maintained at the test center; therefore, you have the authority to dismiss any test taker for misconduct. In certain cases, however, you may be reluctant to do so for fear of embarrassment, disturbance to other test takers or physical reprisal. Dismiss when warranted, but use your judgment in handling each situation.

If a test taker is observed engaging in any behaviors considered to be misconduct, use the following procedure:

Step	Action
1	Note the time of your initial observation.
2	Approach the test taker and request that the behavior be corrected. Warn the test taker that he/she will be dismissed if the behavior persists. Note the time the verbal warning was given. You will need to record this information on the Security Incident Report. If you suspect that two or more test takers are sharing information, change their seats.
3	Try to prevent other test takers from being affected or involved. You may wish to isolate the offender in a way least disturbing to others.
4	Continue to monitor the test taker's behavior. Have an assistant witness any suspected misconduct.
5	If the test taker continues the misconduct after receiving the warning: <ul style="list-style-type: none">• Check the test taker's identification and record the identifying information on the Security Incident Report.• Collect the test taker's test materials.• Dismiss the test taker from the testing room.• Advise the test taker that failure to adhere to the test procedures after receiving a warning has made your actions necessary and that you are required to report the matter to PSI.

Assisting Test Takers with Accommodation Requests

General Information

PSI is committed to serving test takers with disabilities or health-related needs by providing services and reasonable accommodations in accordance with the Americans with Disabilities Act (ADA) of 1990.

Individuals with Disabilities

It is PSI policy to notify Test Administrators when persons with disabilities are scheduled to be tested. However, if someone requires only minor accommodations (for example, to be seated near a window for natural light or additional space to accommodate a wheelchair), please attempt to make the necessary accommodations.

Requesting Accommodations

Some test takers with disabilities or who would otherwise have difficulty taking the test may utilize the following accommodations without prior approval:

- Transparent overlays (for paper-delivered testing only).
- Scratch paper (to be collected by test center personnel at end of testing session).
- Earplugs (not attached to any electronic device).
- Plain, unmarked straightedge to assist with keeping place while reading. You may use a piece of scrap paper for this purpose, but it must be returned at the end of the testing session.
- Handheld nonelectronic magnifying device (without memory or camera).
- Seat cushion/back pillow, or footstool. Item will be inspected by test center personnel before and after testing.
- Prescription medication. Must be in the prescription bottle with a label indicating your name, dosage and directions. Pill bottles will be opened and visually inspected by test center administrators prior to and at the conclusion of testing.
- Service animals.
- Medical devices (e.g., asthma inhaler, hearing aid, pacemaker, insulin pump on vibrate or silent, oxygen tank, TENS stimulator).
- Highlighter or black felt pen for essays and scratch work only.

All other requests for accommodations must be approved in accordance with PSI's policies and procedures and must be made online using the [PSI Accommodations Request Form](#) prior to scheduling. Please note, requests cannot be submitted by phone.

CREATION OF A MY HiSET ACCOUNT IS REQUIRED BEFORE ACCOMMODATIONS CAN BE APPROVED

To request accommodations, submit documentation from a medical authority or learning institution describing the disability or limitation and the accommodation being requested.

Verification from the medical authority or learning institution that rendered the diagnosis must be submitted to PSI on letterhead or stationery of the authority or specialist and include all the following:

- Test taker's name
- Description of disability and limitations related to testing
- Recommended accommodation/modification
- Name, title and telephone number of the medical authority or specialist
- Original signature of the medical authority or specialist

Failure to submit documentation in its entirety will prolong the accommodations approval process and may result in denial.

Once documentation has been received and reviewed, the test-taker will receive a response notifying them of their approval/denial. The email will include instructions to contact our accommodation department for scheduling if approved or a request for additional information if denied.

Test takers granted accommodation in accordance with the ADA MUST work with PSI's Test Accommodations team to schedule their test.

PSI Test Accommodations

Phone: 800-367-1565 x 6750

Email: eaalerts@psionline.com

Health-Related Needs and Minor Accommodations

“Health-related needs” refers to any of a variety of medical conditions that impact a major life activity, such as those affecting digestion, immune function, respiration, circulation, endocrine functions, etc. Documented health needs include conditions such as diabetes, epilepsy and chronic pain. Some of these documented health needs require only minor accommodations. Minor accommodations include, but are not limited to, special lighting, an adjustable table or chair; extra breaks for medication or snacks; or a separate room if food, beverages or glucose testing materials are necessary during the test session.

Some medical aids do not require approval for accommodations. These aids include, but are not limited to, those that are necessary for test takers to ambulate (cane, crutches, wheelchair, walker, prosthetic limb, service animal) or communicate (hearing aid, voice amplifier) or those that are otherwise required for health reasons (heart rate monitor). If test takers require these types of medical aids, then they do not need to request accommodations. If a test taker wears an insulin pump, then he or she does not need to request accommodations unless his/her pump is especially noisy. If the pump is noisy and likely to disturb other test takers, requesting accommodations is a good idea so that test takers can be scheduled in a separate room.

Deadline for Accommodation Requests

A test taker’s request for accommodations should be submitted as early as possible, especially if he or she is requesting an alternate test format. Documentation review can take up to six weeks once the test taker’s request and complete paperwork have been received. If additional documentation must be submitted, it can be another six weeks from the time the new documentation is received until the review is complete. PSI is committed to producing alternate test formats as quickly as possible; however, production times may vary.

Check the HiSET website for test center hours to plan accordingly.

Scoring and Reporting

Test takers who are blind can contact PSI Disability Services by telephone for their test scores. See page 5 for contact information.

Score recipients also are reminded that any previous test scores should be considered only one part of an applicant’s record.

Chapter 6 - HiSET Computer-Based Administration Guide

Facility Requirements

The success of any test administration depends greatly on the suitability of the test site. Test takers will not be able to do their best if they are distracted by such things as noise, poor lighting, inadequate writing surfaces or extreme temperatures. Although some adverse conditions may be beyond the control of the test center personnel, every effort must be made to minimize the possibility of such distractions through careful planning.

As a Test Administrator, your role in establishing optimal testing conditions is of the utmost importance to the HiSET Program and the test takers. Test centers are required to provide a distraction-free, secure testing environment with continuous test taker surveillance. A well-organized, quiet and friendly testing environment helps test takers do their best. By providing a secure testing environment for test takers, you can be confident that your test center upholds the highest testing standards.

Physical Requirements

- Arrange testing workstations to prevent the test takers from easily viewing the computer screens of nearby stations.
- If there are no partitions between testing workstations to restrict visibility, then there must be a separation distance of **at least 5.0 feet (1.5 meters)** from the center of one computer monitor screen to the center of the screen of any adjacent computer.
- In testing rooms where computer tables are at a 90-degree angle, do not seat test takers next to each other in the connecting corner. The 5.0-foot (1.5 meter) minimum distance must be maintained.

Environment Requirements

- Internet connectivity must be established and maintained to allow for the delivery of tests.
- A telephone with access to an outside line must be available to staff at all times for use in calling for support, reporting irregularities or tending to other emergencies.

- The check-in area should be located near the entrance to the testing room, in an area separate from other activities. A table, desk or counter is recommended for use during check in. If the check-in area is within the testing room, the staff must use best efforts to verify that the check-in process does not disturb test takers whose testing is in progress.

Comfort Requirements

- Use lighting that enables all test takers to read their computer screen in comfort. There should be no shadows or glare on computer screens or writing surfaces.
- At each testing workstation, position the computer monitor, keyboard and mouse properly for ease of use without strain.

Activities Before, During and After a Computer-Based Test

Test Day Preparation

Before Test Takers Arrive

On test day, before test takers arrive, test center staff must perform procedures for opening the test center and preparing the facilities and computers. No test takers should be checked in until the following preparations have been completed.

- Directional Signs: When possible (and as appropriate for the facility), provide signs to direct test takers to the check-in location.
- Testing Room Setup: Make any necessary adjustments to the configuration of the testing room (e.g., setting up partitions, removing maps and charts). Also take into account the physical, environmental and comfort requirements described in Chapter 4.
- Bring the following materials to the testing room:
 - Sign-In/Sign-Out sheet
 - Scratch paper
 - Pencils

Starting a Test Session

Procedure

Before starting the test, you must perform the check-in procedures shown on page 38 in “Checking in Test Takers.”

1. After check in, a test center staff member should escort the test taker to the assigned workstation. Ask the test taker to wait while you prepare the workstation.
 - You **MUST** verify that the information on the testing workstation matches the test taker. Compare the name and date of birth on the screen to the test taker’s ID. If the information is correct, click **Confirm**.
 - If the test taker’s name, date of birth or test name is not correct or does not match the test taker about to be seated at the workstation, do not allow the test taker to be seated. Return with the test taker to the admin station to resolve the problem.
2. The **Candidate Information** screen will appear. It is the first screen that the test taker should see. Allow the test taker to be seated.

Activities During the Test

Monitoring the Testing Room and Handling Irregularities

- At least one test center staff member must be in the testing room at all times while testing is in progress.
- Walk through the testing room at frequent intervals, observe test taker behavior, watch for any unauthorized materials and watch for test takers who are raising their hands for assistance.
- Keep conversations in the testing room to an absolute minimum.
- If a test taker requests more scratch paper during the test, collect the used packet in its entirety before providing a new one.
- Do not move a test taker to a different workstation once the test has started, unless technical problems prevent him/her from completing the test at the original workstation.
- Never leave the testing room unattended. Ensure that staff are vigilant at all times and do not access personal cell phones or text message during the administration.

Document Handling

Sign-In/Sign-Out sheets: Retain used Sign-In/Sign-Out sheets for 18 months or according to the record retention requirements specified by your HiSET State Administrator. Then destroy them by shredding. DO NOT send them to PSI.

Scratch paper: All scratch paper must be collected before a test taker leaves the test center. Used scratch paper must be destroyed at the test center, either by shredding with a shredding machine or by tearing into very tiny pieces. For additional information, see “Scratch Paper Policy” on page 31.

Reporting Irregularities

Basic Information About Incident Reports IRs

- PSI relies on the Chief Examiner or Administrator to be responsible for all aspects of test administration and to handle any emergency or exceptional situations at the test center.
- The Chief Examiner or Administrator should report incidents as soon as practical after they occur. If necessary, a Proctor should be asked to monitor the testing room while the Chief Examiner or Administrator handles test center situations and completes an IR.
- IRs should be clear, objective and professional. They should focus on facts and details and avoid opinions and speculation.
- PSI will support a Chief Examiner’s or Administrator’s actions if they are consistent with established PSI policies and procedures. The actions must be reasonable, sound and designed to confirm test validity, a satisfactory testing environment and test security.
- Some irregularities may not involve test takers, but should still be reported in an IR.

Importance of IRs

- IRs are a critical source of information. They provide a written record of security incidents, technical problems, misconduct, and other out-of-the-ordinary situations.
- Incident reports are admissible evidence in a court of law.
- Facts that seem of little consequence at the time may later assume considerable significance when PSI must decide if further action is required.

Filing an IR

- In GPS, click File IR. The IR screen will open.
- Select the most appropriate IR Category and Code for the issue you are reporting.
- Complete the **Description** and **Action** fields. Avoid entering minimal descriptions (such as “Improper ID” or “Problem”) because that will require additional research and delay the resolution process at PSI.

General Rules for High-Quality IRs

- Be complete. IRs should describe who, what, where, when, why and how. They do not have to be long, but you should provide the details as specifically as possible while the incident is fresh in your mind.
- Be professional. IRs should focus on facts and details and avoid opinions and speculation.
- Resolve relevant questions. If an IR includes the necessary details, PSI will not need to follow up with the test center for more information or clarification. It is important to state the outcome of the incident in the IR (e.g., whether the test taker completed the test, whether the test taker was turned away, whether a prohibited item was retrieved and reviewed for test content or confiscated). For incidents involving prohibited items or misconduct, details provided in IRs can help PSI evaluate whether a particular incident was a relatively minor infraction or a serious breach of test security (e.g., whether a piece of paper was “only a candy wrapper” or contained test-related notes).

What to Include in an IR

- Complete the **Description** and **Action** fields. Avoid entering minimal descriptions (such as “Improper ID” or “Problem”) because that will require additional research and delay the resolution process at PSI.
- State the length of any delay or interruption that the test taker encountered.
- Describe what happened in detail. Remember that each IR should tell a complete story of the incident.
- Document all actions taken so that others reading the report can determine exactly what occurred. The report should include:
 - What took place: Describe the situation and problem as completely as possible.
 - **Note:** Do not state or describe the content of any test item when completing an IR. This will result in a compromise of security of the test question.
 - When it happened: If possible, give exact time of day and time showing on computer screen if it is relevant to the irregularity.
 - Where it happened: Check-in area, hallway, testing room, etc.
 - Relevant personnel: Include the names and telephone numbers of all personnel who might provide relevant information regarding who witnessed the incident. (This would apply to misconduct cases, injury to a test taker or other any unusual incident at the test center.)
 - Test takers that were affected. If several test takers are affected by the same incident, the system enables you to include all their names on one IR.

- Describe the resolution:
 - The amount of time it took to resolve the problem.
 - Details of all actions taken and by whom (e.g., the Test Administrator).
 - Did the test taker complete the test?
- Include answers to the following questions for the issues listed below:
 - Technical Issues:
 - Did the problem occur before the test taker started the test or during a particular section of the test?
 - What was the length of time of any delay or interruption?
 - What actions were taken to try to resolve the problem? Was the problem resolved?
 - Did the affected test takers successfully complete their tests?
 - After 30 minutes, if the problem was not resolved, did the Test Administrator offer the test taker the opportunity to be scheduled for a make-up test? Did the test taker accept the offer?
 - System-initiated IRs:
 - If you encounter a situation that causes several system-initiated IRs of the same type (for example, Reset Check-in), and you do not have time to type a complete explanation in each IR, please file one IR at the end of the administration to summarize the situation and the outcome for the affected test takers.
 - Unacceptable ID:
 - What type of ID document(s) did the test taker present (for example, passport, driver's license, etc.)?
 - Why (specifically) was the ID unacceptable?
 - Was the test taker turned away?
 - Test Taker Misconduct:
 - If a test taker was observed using any prohibited material or device, describe the item in detail. How and where was the test taker using the item? Did the test center staff confiscate the item?
 - Did any test site staff witness the misconduct incident? If so, who?
 - What action was taken by the test center staff? Was a warning given to the test taker?
 - Was the test taker dismissed from the test session, or did he or she complete the test?
 - All IRs: Did you contact HiSET Technical Support or HiSET PSI Site Administration for assistance?

How to Act on Irregularities

Dismiss the test taker from the test center and file a detailed IR if a test taker attempts to:

- Remove test questions from the room.
- Use prohibited aids.
- Impersonate a scheduled test taker.
- Tamper with the testing equipment.
- Give or receive assistance from another test taker.
- Cheat in any way.
- Create a disturbance after a warning.

Important: If a test taker threatens test center staff with bodily harm, call the local police and/or building security. Note: The Chief Examiner or Supervisor does not need to call HiSET PSI Site Administration before dismissing the test taker.

Other situations that require an IR:

- Test taker arrives at the test center but is not admitted for any reason.
- Test taker is turned away because of unacceptable ID.
- Any event that prevents a test taker from completing a test that has been started.
- Any event that significantly disturbs the testing environment (e.g., loud noise, failure of heating/cooling system, disruptive test taker).
- Any event that interrupts testing even if testing is successfully resumed (e.g., power outage, environmental problems).
- Test taker takes repeated unscheduled breaks.
- Test taker leaves the testing room without permission or because of illness.
- Test taker creates a disturbance of any kind.
- Test taker complains about any aspect of the testing process.
- Emergency closing of the test center.
- Equipment or test material theft or vandalism.

Facility, Environment and Computer Problems

Situation	Procedure in the Testing Room	IR/Other Action
Noise Problems	If a disruption occurs inside the testing room, or noise from outside the test center affects test takers, try to end the noise or disruption if possible.	File an IR. Describe the situation and the length of the disruption.
Power Outages	<p>When an electrical power outage occurs at the test center and power is immediately restored, the Chief Examiner or Test Administrator will have to use the Restart function at the admin station to restart each test taker's test.</p> <p>If the power is not immediately restored, power off each testing station and other equipment until the power is again available.</p> <p>Ask test takers to wait at least 30 minutes for the power to be restored. After that time, give them the choice to either:</p> <ul style="list-style-type: none"> • Wait in the center to resume the test. • Choose to be rescheduled to a makeup test. <p>While waiting, test takers must remain in the testing room and must have no access to cell phones or other prohibited devices.</p>	File an IR. Describe the situation and actions taken, identify the affected test takers, and state whether they were able to complete testing.
Weather Problems and Personal Emergencies	<ul style="list-style-type: none"> • If your test center is open for business, test takers are expected to keep their scheduled appointments. If they cannot get to your open test center for any reason (this includes inclement weather, natural disaster, illness, personal emergency, etc.), advise them to contact HiSET Customer Service. • To avoid unrealistic expectations, do not speculate to test takers about what outcome to anticipate. • If your center is able to remain open despite severe weather or other unusual conditions, file an IR describing the situation. • If your center will be closed because of inclement weather, natural disaster or other reason, notify HiSET PSI Site Administration as soon as possible about the closure. 	Contact HiSET PSI Site Administration. If possible, file an IR.
Test Center Emergencies	<p>Emergencies include storms, floods, fires, fire drills or other unusual activities that disrupt test administration and are beyond the control of test center staff. In an emergency, the primary concern should be the safety of everyone present.</p> <ul style="list-style-type: none"> • If necessary, evacuate everyone immediately. • If there is sufficient time, power off the test takers' testing stations. • Lock the testing room door after everyone has exited. <p>If the computers were powered off, and it is possible to return to the testing room in a reasonable amount of time (as in the case of a fire drill), follow procedures to restart each computer and allow test takers to continue testing.</p> <p>If the computers were NOT powered off, and it is not possible to return to the testing room in a reasonable amount of time, the testing session must be terminated because the computer will have continued to count down during the time test takers were away.</p>	File an IR. Describe the situation and actions taken, identify the affected test takers, and state whether they were able to complete testing.

<p>Emergencies <i>Emergency evacuation</i></p>	<p>Your primary concern should be the safety of everyone present. When an emergency occurs, you should immediately:</p> <ul style="list-style-type: none"> • If time permits, note the time of the incident and turn off the testing workstations. • If test takers and staff are not in physical danger, lock the testing room and evacuate test takers and staff. • Gather test takers in a designated safe area. Test takers should be monitored and should not discuss the test. • If you powered off the computers and it is possible to return to the testing room in a reasonable amount of time, follow procedures to restart each computer and allow test takers to continue testing. • If you did not power off the computers (and testing time continued to count down) and/or it is not possible to return to the testing room in a reasonable amount of time, you will have to terminate testing. 	<p>Report the emergency in an IR, if possible, or contact HiSET PSI Site Administration to report the emergency. Provide full details of the emergency and action taken.</p> <p>If testing is able to resume, indicate in your IR whether the test takers completed their tests.</p>
<p>Hardware or Software Problems</p>	<p>If software or hardware problems cause a delay in starting or an interruption during a test, contact PSI's Global Help Desk Support within 10 minutes of the scheduled start time or the time the interruption occurred. Even if it appears to be a local problem and local personnel are working on it, you still must contact the PSI Help Desk for Technical Support promptly.</p> <p>Confirm that the affected test takers remain sequestered inside the building while they wait for the problem to be resolved. Sequestering the test takers is required for test security purposes, and it means that you must take all the following actions:</p> <p>Inform the test takers that they are not allowed to leave the test center or to use cell phones or other communication devices during the waiting period.</p> <p>Supervise the test takers to verify that they remain in the test center building and have no access to telephones, electronic devices, or outside communication while waiting for the problem to be resolved.</p> <p>When you file your IR about the situation, include a description of where the test takers were located during the waiting period and how they were supervised.</p> <p>Offer the test takers the opportunity to reschedule after having waited 30 minutes past the scheduled start time for the problem to be resolved.</p> <p>At 30 minutes past the scheduled start time, if the problem is still being worked on and the test takers wish to continue waiting, and the test center's schedule will still allow time for them to complete the test, they may continue to wait for the problem to be resolved. The test center should already be in contact with HiSET Technical Support. Inform affected test takers that you have reported the problem. They will be contacted about rescheduling, if necessary.</p>	<p>Contact HiSET Technical Support. (800-367-1565 x 7193)</p> <p>File an IR. Describe the situation and actions taken, identify the affected test takers, and state whether they were able to complete testing.</p>

<p>Test Taker Is Checked in Under the Wrong Registration</p>	<p>Test takers may have similar names. Be careful to select the correct record when selecting a test taker from the check-in roster.</p> <p>If you accidentally check in a test taker under another test taker's registration, you can reset the check in and start over, as long as you detect the mismatch BEFORE the test taker starts the test.</p> <p>At the admin station, use the Reset Check-in function to reset the test taker's registration that was used in error.</p> <p>Then select the correct test taker record from the roster and proceed to check in the test taker.</p> <p>If the test taker has already started the test when the mismatch is detected, DO NOT allow the test taker to complete the test. Both test takers (the one who started the test under the wrong registration record and the test taker whose record was used in error) will need to be rescheduled to another test administration.</p>	<p>File an IR.</p>
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Check-in Issues

Situation	Procedure in the Testing Room	IR/Other Action
<p>Unacceptable ID</p>	<p>Do not admit the test taker. In your IR, state what type of ID the test taker presented and why it was unacceptable. State whether the test taker was turned away.</p> <p>Note: If, to avoid a serious disturbance, you must admit a test taker without acceptable ID, file an IR and inform the test taker that his/her scores will not be reported and will be canceled.</p>	<p>File an IR.</p>
<p>Test Taker Is Checked in Under the Wrong Registration</p>	<p>Test takers may have similar names. Be careful to select the correct record when selecting a test taker from the check-in roster.</p> <p>If you accidentally check in a test taker under another test taker's registration, you can reset the check in and start over, as long as you detect the mismatch BEFORE the test taker starts the test.</p> <ul style="list-style-type: none"> • At the admin station, use the Reset Check-in function to reset the test taker's registration that was used in error. • Then select the correct test taker record from the roster and proceed to check in the test taker. <p>If the test taker has already started the test when the mismatch is detected, DO NOT allow the test taker to complete the test. Both test takers (the one who started the test under the wrong registration record and the test taker whose record was used in error) will need to be rescheduled to another test administration.</p>	<p>File an IR.</p>

Possible Test Question Ambiguities or Errors

Situation	Procedure in the Testing Room	IR/Other Action
Test Takers Report Possible Typographical Errors, Ambiguities in Test Questions, Multiple Correct Responses, etc.	Inform test takers that you will file a report about their concerns.	File an IR. State only the test section number and name and the item number. Do not copy the exact text of any test question. This is important in maintaining test security.

Test Taker Behavior and Misconduct

Situation	Procedure in the Testing Room	IR/Other Action
Disruptive Behavior and Misconduct	<p>Because Chief Examiners and Test Administrators must maintain order as well as security at the test center, they have authority to dismiss a test taker for disruptive behavior or other misconduct. If a test taker's behavior during testing disturbs others, and the Chief Examiner or Test Administrator believes the disruption may prevent others from doing their best work, the Chief Examiner or Test Administrator will do the following:</p> <ul style="list-style-type: none"> Warn the test taker that he or she will be dismissed if the disruptive behavior persists. Do not engage in a confrontation. If the test taker continues to be disruptive, you may dismiss the individual from the testing room. Dismissal is also warranted if, after receiving a warning from test administration staff, a test taker continues to engage in any other type of misconduct. In certain cases you may be reluctant to dismiss a test taker for fear of embarrassment, disturbance to other test takers or physical reprisal. You should dismiss test takers when warranted, but use your best judgment in handling each situation. When dismissing a test taker, advise the person that failure to adhere to testing regulations after receiving a warning made the dismissal action necessary and that a report will be filed. If, in the judgment of the Chief Examiner or Test Administrator, attempting to remove a test taker would create a disturbance to other test takers or result in a potentially threatening situation, the test taker should be permitted to complete testing. If the individual causes a serious disturbance and will not leave the test center, you should call the police or other local authorities. Retain any materials related to the events because PSI may request them. 	File an IR. Provide detailed information regarding the incident and the action taken by you or your staff on the IR, including the test taker's name and appointment confirmation number.

<p>Misconduct <i>Testing aids</i></p>	<p>Use of the following items is strictly prohibited:</p> <ul style="list-style-type: none"> any phones, smart watches, PDAs and other electronic, listening, recording, scanning or photographic devices books, pamphlets, notes of any kind highlighter pens stereos or radios with headphones watch alarms (including those with flashing lights or alarm sounds) calculators other than those distributed by test center staff rulers dictionaries, including electronic translators <p>Anyone found using aids during testing should be warned and, if action continues, should be dismissed from the test.</p> <p>Exception: If you observe that a test taker inside the testing room is using a telephone, personal digital assistant, or other prohibited electronic device, do not give a warning. See “Using a Prohibited Item in the Testing Room” on page 84.</p>	<p>Provide detailed information regarding the incident and the action taken by you or your staff on the IR, including the test taker’s name and appointment confirmation number.</p>
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Situation	Procedure in the Testing Room	IR/Other Action
<p>Using a Prohibited Item in the Testing Room</p>	<ul style="list-style-type: none"> If possible, have another staff member observe the event. Obtain the item and ask the test taker to step into the Test Administrator area (if he/she is in the testing room). Inform the test taker that he or she has violated test center rules and you will be filing a report. Check the item to see if it contains test information. If the item contains test information, or if the item is a phone or other electronic or photographic device, terminate the test with an administrative override by pressing the administrative override key sequence (CTRL+Shift+?), entering the AO password, and selecting End the Current Testing Session. File a detailed IR including the make/model of any electronic equipment used (if applicable). Return the item after inspection. <p>Note: Take the above actions when the violation is first observed; do not give a warning or wait for a second violation to occur. You can turn off the testing station so that test time stops while you handle the situation.</p> <p>For additional details about prohibited items, see “Prohibited Items” on page 29.</p>	<p>File a detailed IR including the make and model of any electronic equipment used (if applicable).</p> <p>If an electronic device was involved:</p> <ul style="list-style-type: none"> Record the manufacturer and model of the device in an IR. If possible, take a digital photograph of the material found on the device if it appears to be test content. In your IR, state that you have the photo available. If possible, delete all exam data stored on the device. Only return the device to the test taker after the exam has been terminated. If the prohibited item is in the form of written material (e.g., notes): Do not return the items to the test taker. Retain them until requested for a security investigation. If possible, take a digital photograph of the material if it appears to include test content.

<p>Using a Prohibited Item Outside of the Testing Room During a Break</p>	<ol style="list-style-type: none"> 1. Warn the test taker that the activity is not allowed and that he or she will be dismissed if it continues. 2. If the test taker violates the regulation again after the warning: <ol style="list-style-type: none"> a. Dismiss the test taker. Inform him or her that repeated violation of test center regulations after receiving a warning has made dismissal necessary and that a report will be filed. b. Terminate the test with an administrative override by pressing the administrative override key sequence (CTRL+Shift+?), entering the AO password, and selecting End the Current Testing Session. 	<p>File an IR.</p>
<p>Misconduct <i>Giving or receiving information of any kind</i></p>	<p>Warn the test taker that he or she will be dismissed if the disruptive behavior persists. If test taker is suspected of copying their seat should be moved and seating should be updated. Have another staff member witness any suspected misconduct.</p> <p>If the situation persists after a warning from you or a staff member, dismissal is warranted. See “Disruptive Behavior and Misconduct” on page 83.</p>	<p>On the IR, provide names and appointment confirmation numbers for all test takers suspected of giving or receiving information (identify givers and receivers of information). Be sure to provide a detailed description of the incident.</p>

Situation	Procedure in the Testing Room	IR/Other Action
<p>Restroom Use</p>	<p>Test takers are not permitted to take breaks during the test session. In the case of an emergency a test taker may leave the testing room to go to the restroom. Remind test takers that they will not be allowed extra testing time for such an absence. Ensure that test materials are secured and not permitted to leave the testing room.</p> <p>Possession of, or use of, any phone is not permitted during such an absence and is grounds for dismissal and score cancellation.</p>	<p>There is no need to report approved breaks; however, unapproved, excessive or extended breaks must be reported on the IR.</p>
<p>Test Taker Takes Numerous or Excessively Long Unscheduled Breaks</p>	<p>Attempt to determine the reason for the numerous or excessively long breaks. Allow the test taker to continue testing.</p>	<p>File an IR.</p>
<p>Unscheduled Departure from the Test Site</p>	<p>If a test taker leaves the test center before completing the test, the Test Administrator should terminate the test:</p>	<p>File an IR.</p>

<p>Medical Emergency or Illness</p>	<p>If a test taker becomes ill and must leave the room temporarily, handle the situation the same as for an unscheduled break. Note the time the test taker left and returned on the IR.</p> <p>If a test taker must withdraw permanently from testing because of illness, follow instructions described in "Unscheduled Departure from the Test Site." File an IR.</p> <p>In case of serious illness or medical emergency:</p> <ul style="list-style-type: none"> • Call a local emergency medical number. • Render whatever aid possible and make the person comfortable until help arrives. 	<p>If other test takers are disturbed by the test taker's illness and have lost testing time, file an IR indicating all test takers affected.</p>
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