

**SANTA CRUZ COUNTY  
PERSONNEL ADMINISTRATIVE MANUAL**

<b>Topic: TEST PROCTORING STANDARDS</b> <b>Section: RECRUITMENT AND EXAMINATION</b> <b>Number: IV.10.</b>	<b>Date Issued: April 18, 1991</b> <b>Date Revised: December 5, 2019</b>
-------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------

**PURPOSE:**

To define the County's guidelines for the administration of examinations. These guidelines were created to 1) ensure the standardization of exam administration; 2) promote and ensure test security; 3) allow for testing environments free from distraction; and 4) promote positive public relations.

**LEGAL BASIS:**

County Code Chapter 2.46.070 Merit Principles; which assures fair treatment of all applicants for positions in the classified service.

Civil Service Rules Section V.A. Purpose of Examinations; which mandates that examinations be used to determine whether candidates meet the standards and qualifications, and further to determine the relative qualifications of candidates.

Uniform Guidelines on Employee Selection Procedures (1978) and Standards for a Merit System of Personnel Administration (1979); federal law which defines standards under which processes resulting in employee selection are made.

**POLICY:**

- I. It is the policy of the County of Santa Cruz to administer examinations consistent with the standards of the profession. To attain this goal, the County Personnel Department has developed Test Administration Guidelines which cover the following topics:

**Test Administration Principles**

- Standardization
- Test Security
- Freedom from Distraction
- Public Relations

## **Test Administration Procedures**

- Preparation
- Candidate Check-in/Seating
- Leaving the Room
- Timing
- Proctor Script
- Appeal Procedures
- Monitoring During the Exam
- Candidate Check-out
- Test Accommodations

## **Test Security**

- Storage
- Printing
- Destruction of Materials
- Applicant Review

## **Proctor Training**

## **Proctor/Examinee Ratios**

## **Test Facilities/Sites**

## **Test Administration Problems**

- Talking
- Cheating
- Impersonation
- Late Candidates
- Theft
- Incomplete/Incorrect Test Materials
- Other Emergencies

## **PROCEDURE:**

The procedure for test administration is defined in detail in the Test Administration Guidelines provided for examination staff. Proctors are provided extensive training prior to being assigned to proctor an examination.