

1. ADMINISTRATOR'S RESPONSIBILITIES

This test administration manual provides the general information that you need as a test administrator and the instructions for administering the Middle Management Situational Exercise (840) of the Personnel Psychology Centre (PPC).

- It is **your responsibility** to become thoroughly familiar with this manual and to administer the Middle Management Situational Exercise in strict accordance with the instructions provided in this manual. Test results are valid and candidates have an equal opportunity for success only if the test is always administered under the same conditions and following preestablished instructions.
- **At least one day before** administering a Middle Management Situational Exercise, familiarize yourself with this manual, and then practice administering the test as indicated in Section 4 of this manual.
- You must administer the test in the official language chosen by the candidates or required by the position or situation. However, you cannot conduct a test session in English and French at the same time.
- You must ensure the security and protection of all protected test materials while they are in your possession.
- If you are administering a test to 25 or more candidates at a time, you should have one monitor assist you in supervising the examination for every 25 candidates. Appendix 1 lists the monitor's responsibilities and may be reproduced for distribution to the monitors.

2. GENERAL INSTRUCTIONS

2.1 Testing Material

You must ensure that you have the right quantity of all material for the test you are to administer. As soon as you receive the test material from the PPC, count the Middle Management Situational Exercise packages (Envelopes **A** and **B**) to ensure that the quantity received is as indicated on the shipping form. If there is any discrepancy between the number received and the number on the shipping form, notify the PPC immediately.

Information on the test is available on the PPC web site. Candidates should be asked to read this information at least one day before the testing session. You should forward paper copies of the information to those candidates who do not have access to the Web site at least one day before the session.

Protecting the security of protected test materials is one of the most important aspects of the test administrator's job. The loss of any test material can result in the cancellation of an entire competition and result in significant costs to develop a replacement test. The Middle Management Situational Exercise packages and any other protected test material must be stored in a locked cabinet in a closed room. No part of any material may be reproduced. While you are administering a test, never leave the protected test material unattended. At the end of a testing session, make sure that all candidates return their test material to you. Any protected test material that is not accounted for must be reported immediately to the PPC.

If you observe or strongly suspect that a candidate is stealing protected material during a test session, do not confront him or her in the presence of others, but ask the candidate to remain in the room after the others have left. The individual should then be asked to return the test material. He or she may be advised that the test material is protected by Crown Copyright and that failure to return this material could result in criminal prosecution. If the candidate still refuses to return the material, do not undertake any sort of physical action to have the testing material returned. While you are still in the testing room, record all the details of the loss or theft of the material. If the loss of testing material is only discovered after candidates have left, do not attempt to contact the candidates yourself. Instead, record the facts and report them immediately to the PPC.

2.2 Testing Facilities

The testing room should :

- be large enough for the number of candidates you have to test;
- be well lit, well ventilated by a quiet system and maintained at a comfortable temperature;
- be in a quiet location removed from common areas, traffic, phones and other sources of noise and distraction; and
- have a door that can be closed for the duration of the test.

Ideally, there should be a wall clock prominently displayed in the room. Each candidate should be provided with a table or a desk sufficiently large to place their test material (100 cm x 75 cm or 36" x 30"). You should also be able to arrange the testing positions far enough apart to discourage cheating.

2.3 Late Candidates

Candidates should not be allowed to enter the testing room after the instructions for the test have been read and testing has actually begun because they would have less time to complete the test and would disturb other candidates. Explain to the late candidates why you cannot accept them and ask them to contact the officer responsible for the selection process. Write down their names and relevant details and inform the responsible officer after the session.

2.4 Temporary Absence

If a candidate asks to be temporarily excused from the room during a test, the individual's test material must be collected and kept until his or her return. You must inform the candidate that he or she will not be given extra time to complete the examination. No more than one candidate should be permitted to leave the room at any given time.

2.5 Withdrawal because of physical or psychological indisposition

If, during a testing session, a candidate experiences physical or psychological indisposition of sufficient severity to interfere with his or her test performance, it is the candidate's responsibility to inform you that he or she cannot continue the testing session. A candidate who chooses to continue a testing session despite such physical or psychological indisposition must accept the test results and the accompanying retest restrictions. When a candidate indicates that, due to an indisposition, he or she cannot continue, the candidate must write: **"I DO NOT WISH TO HAVE MY TEST PAPER SCORED. I VOLUNTARILY WITHDRAW FROM THIS EXAMINATION"** on the answer sheet. The candidate **must sign** his or her name beside this statement and indicate the time of his or her withdrawal. You must collect all test materials from the candidate before he or she leaves the room. To indicate that the partially completed test should not be scored, you must write **"VOID"** across the answer sheet and attach a note explaining the circumstances of the candidate's withdrawal on the front of the answer sheet. These procedures will protect you against possible allegations that a person was not allowed to complete the test.

2.6 Candidates with Disabilities

Special arrangements can be made for testing candidates with disabilities that might affect their performance. You should consult the brochure *"Guidelines for Assessing Persons with Disabilities"*, available on the PPC Web site, for guidance in making special arrangements, or contact a PPC consultant. In the event that a candidate with a disability attends a testing session without prior notice and requests assistance in completing the test, he or she should be informed that alternate testing arrangements can be made for another testing date if he or she wishes. Should the candidate choose to take the test without alternative arrangements, he or she should be advised that all test conditions will be the same as for candidates without any disability and that he or she will have to accept the results of the test and the retest restrictions.

2.7 Cheating

Candidates can cheat in various ways during a test session, for example:

- by leaving the room with a test envelope or copying test content in order to improve their scores in a later test session, or to inform other persons who will be taking the test;
- by copying from each other;
- by using unauthorized material;
- by taking the test for another person, using a false identity, forging a signature, exchanging answer sheets, etc.

The best way to guard against cheating is to be attentive and to take measures to discourage it. For example, you should periodically and unobtrusively walk around the room during the test session to make sure that the candidates are far enough apart and are not exchanging information. If you see someone attempting to cheat in any way, go to his or her desk and, as quietly as possible, give him or her a direct warning. If you see someone cheating, or if you suspect someone of cheating, prepare a detailed report of the incident and, at the end of the testing session, attach your report to that person's answer sheet.

You should take any unauthorized materials from the candidates and give them back after the test session. Handwritten notes or copies of test content should be placed with the candidate's answer sheet. Only the PPC can determine whether follow-up action should be taken. A representative of the Centre will contact you to obtain additional information.

2.8 Disruptive Candidates

Most candidates are under a certain amount of stress during a competitive test and some may behave in a way that is disruptive. If you observe a group of candidates talking together and disturbing other candidates in some other way, walk over to them and attempt to calm things down. For example, ask a person to move to another desk. If a person continues to disrupt others after a warning, tell him or her to leave the room. Make a detailed report of the event and place it with that person's answer sheet.

2.9 Disputes Regarding Test Questions

If a candidate disputes a test question, tell her or him that you are making a note of it and that she or he should try to answer the question in the most appropriate way. No discussion should be permitted. Report the dispute, indicating the name of the person, the question number and the nature of the complaint. You may prefer to ask the person to write a note about the question after the test. Place the documentation of the event with the candidate's answer sheet in the PSC envelope and the PPC will use the information provided to check out possible errors in the test.

2.10 Emergency Situations and other situations

If it becomes necessary to evacuate the room during the test session, instruct candidates to leave all testing material on their tables or desks and ensure that no protected test material is taken from the room. If possible, place the protected test material in a locked cabinet after all candidates have left the room, or lock the door behind you. Once the emergency is over, return to the testing room as soon as it becomes accessible and check to see that all test material is accounted for. The incident must be reported to the responsible HR officer.

3. GETTING READY FOR TEST ADMINISTRATION

3.1 Preparation of the Testing Material

Make sure that you have all the testing material you need for the planned testing session. For each candidate, you will always need:

- one test package consisting of Envelopes **A** and **B** for the Middle Management Situational Exercise,
- one answer sheet (PSC 63302),
- two regular HB black lead pencils, sharpened, and with an eraser on the end,
- copy of the Privacy Statement.

Highlighters can be used to highlight text in all the Middle Management Situational Exercise documents. Please note, however, that the administrator is not responsible for providing pens or highlighters. Candidates who wish to use a pen or a highlighter will have to bring their own with them to the testing session.

Note: Do not supply candidates with self-adhesive notes or any other items not listed above.

You should always bring with you to the testing room a few extra test packages, answer sheets, and pencils in case they are required.

For your own use, you will always need:

- this test administration manual,
- one set of Middle Management Situational Exercise (envelopes **A** and **B**),
- answer sheet (PSC 63302),
- a stopwatch or other timepiece that allows for the reading of seconds,
- Public Service Commission envelopes (PSC 34),
- PSC address labels (PSC 2927),
- copies of the *Test Session Attendance Sheets* (PSC 2756),
- copy of the Privacy Statement.

For purposes of test security, you must prepare and retain a list indicating who used each test package. Use the *Test Session Attendance Sheets* provided by the PSC (see Appendix 2). Before the testing session, you must complete the top and bottom sections, and, in the "Test Booklet Number" column, enter the test package numbers.

3.2 Preparation of the Testing Room

At least 30 minutes before the test is scheduled to begin, go to the testing room and ensure that all is in order. Bring all required test materials with you, as you cannot leave the room unattended once candidates arrive.

Arrange the tables and chairs appropriately. At each desk or table where a candidate will be seated, place two HB pencils, an answer sheet and a copy of the Privacy Statement.

3.3 Admission of Candidates

As the candidates enter the room, ask them to sit at the desks where material has been placed. Once they are settled, they should not be permitted to change seats.

You cannot leave the testing room unattended at any time after the arrival of the first candidate, unless you can bring all the protected material with you.

Photographers, members of the press and other observers are not allowed to enter the room without prior consent from the PPC. At the time scheduled for the testing session, post a sign on the door (or on all the doors) stating: **"TESTING IN PROGRESS: DO NOT DISTURB."** Then close the door(s).

