CERTIFICATION EXAM - COGNITIVE PROCTOR INSTRUCTIONS

CANDIDATE LOGIN

1. Navigate to the SFT User Portal: https://osfm-sft.acadisonline.com
2. Click on the SFT Testing Portal link.
3. Enter your SFT ID Number and Online Test ID (password) provided to you by your Exam Proctor.

PROCTOR INSTRUCTIONS

Overview

All cognitive certification exams are completed in the Acadis Automated Online Testing Portal (SFT Testing Portal). For exams with multiple modules, each module will be a separate test event requiring separate login credentials. For example, within the Fire Fighter 1 curriculum, Fire Fighter 1A: Structure, Fire Fighter 1B: Haz Mat First Responder Awareness, Fire Fighter 1B: Haz Mat First Responder Operations, and Fire Fighter 1C: Wildland will be four separate events with four different passwords. This configuration allows grades & test times to be recorded independently.

State Fire Training (SFT) Staff generate the initial exam authorization codes, but retakes are generated by the assigned Lead Evaluator listed on the Certification Examination Scheduling Request Form. Once passwords are generated, the exam is live and available for delivery; therefore, the passwords must be kept confidential until the day of the scheduled cognitive exam.

Initial Exams

After exam approval, SFT will prepare and email the initial online exam authorization codes (Avery label #5160) to the assigned Lead Evaluator. On exam day, the enrolled candidates will navigate to the SFT Testing Portal login page and enter their SFT ID number & Online Test ID (password). The passwords are immediately "active" once generated and should not be given to the candidate until the exam is ready to begin. Proctors do not need to log in or perform any steps online for initial attempts.

Viewing Grades/Results

Candidate results will be displayed on screen upon completion of the exam module and will be immediately available from within each candidate's SFT User Portal. Candidates may also print a transcript from within their SFT User Portal that will detail their results for each exam attempt.

Currently, the system does not allow an assigned Lead Evaluator to review candidate results. *[This is a common feature request that SFT is exploring.]* However, the system does allow an assigned Lead Evaluator to see a candidate's last recorded failing grade and available retake attempts. See the Retake Exam section.

Missed Learning Objectives (MLO)

A Missed Learning Objective Report is a report that summarizes an exam candidate's performance within the missed topic area(s) of an online cognitive certification examination event. It does not review the questions or answers; instead, it solely focuses on the missed learning objectives within a single cognitive exam module (i.e., Structure, HazMat, etc.). This type of report can help candidates seek direction on which areas of the curriculum to focus on studying or retraining. The MLO report will immediately become available in the candidate's SFT User Portal after completing an online cognitive certification exam. The MLO report is not available to the Lead Evaluator or any other assigned staff member for the exam, but candidates may download and share the MLO report if they wish.

To view an MLO report, the candidate logs into their SFT User Portal, navigates to the Training History section, locates the appropriate training event, and on the right-hand side selects the action button (three vertical dots). From there, a menu displays with an option to choose the MLO report.
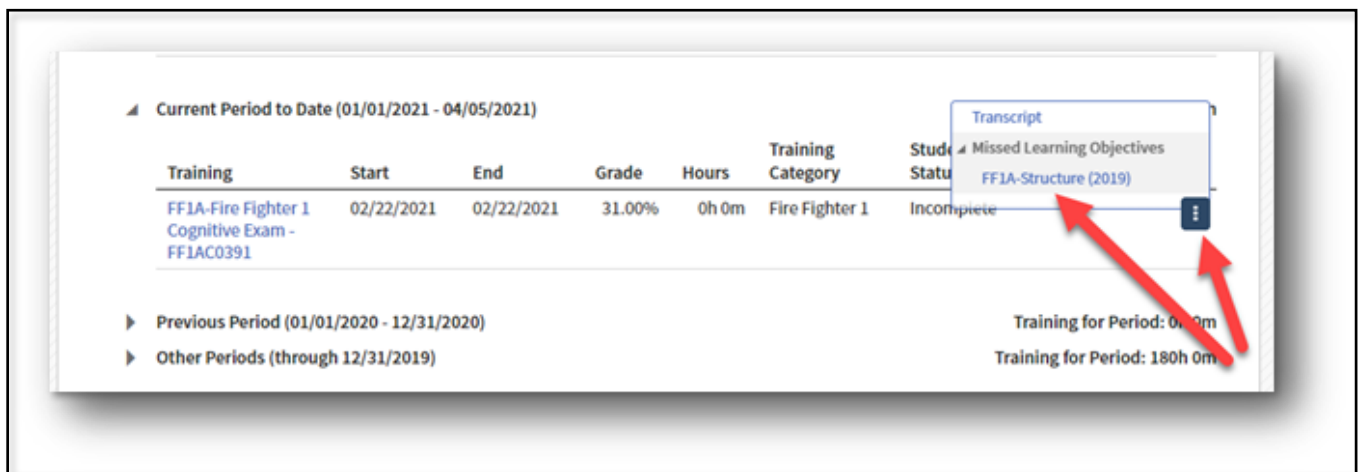
Retake Exam(s)
The assigned Lead Evaluator (listed on the Certification Examination Scheduling Request Form) is the only person who may prepare and generate a cognitive retake exam. It is recommended that all accredited testing sites include a backup registered Lead Evaluator on the exam scheduling form; this way, more than one person at the testing site can proctor the exam.

The retake exam can be scheduled any time within 30 days of the initial exam date for eligible exam candidates. Lead Evaluators must verify retake eligibility by viewing a candidate's Training History Report and Exam Transcript(s). These reports may be downloaded from a candidate's SFT User Portal and will show when the exam occurred and how many retake attempts remain available. The retake exam does not need to be scheduled through SFT *unless* the candidate is enrolling in a retake exam at a different accredited test site, and this will allow SFT to transfer the previous results & remaining attempts from one site to the other.

Upon completion of the retake exam, the Lead Evaluator must email the SFT Exam Processor that a retake has been completed and provide the SFT ID of the retake candidate; otherwise, the retake results will remain in pending status, and no certification will be issued.

To generate the exam authorization codes for retake candidates, complete the following steps:

- Navigate to the SFT Testing Portal (not the SFT *User* Portal).
- From the login page, located on the bottom-right side of the blue **Student Sign** In box, click **Not a Student?**
- Next, log in to the **Proctor Sign-In** page by entering your SFT User Portal login credentials.
- Once logged in, you will see your active Proctor Assignments. Identify the correct test/course from the list of active exams and click the blue number listed in the **Failing Students Eligible for Retest** column. This number indicates how many candidates are eligible for a retake of that exam. This section will also allow the proctor to review the last failing grade and how many retake attempts are left for each candidate.
- Selecting eligible candidates
  - For a single candidate's password - From the **Students Eligible for Retest – Failing** webpage, select the **Prepare Retest** button to the right of the candidate's score
  - For a batch of candidates' passwords - From the **Students Eligible for Retest – Failing** webpage, select the blank checkbox in the column headers to select all eligible candidates. Then select the **Prepare (#) Selected** Retests button.

- Preparing Retests
  - Select Print test credentials for prepared tests.
  - Then select **Print**. A pop-up window will display the usernames (SFT ID) and passwords (Online Test ID) for the exam. These are live passwords and should not be given to the candidate until the exam is ready to be proctored. This is designed to be printed onto Avery labels for convenience, but regular paper or maintaining a PDF is fine as well.
- Distribute Test Credentials when the exam is to begin.
- If a candidate fails their first retake, a proctor may repeat this process to prepare test credentials for additional retakes if eligible. Retake allowances can be found on the Certification Exam Overview document on the SFT website. Eligibility can be confirmed by requesting a candidate to print a Training History Report or Class Transcript from the SFT User Portal.

ASSISTANCE AND ACCOMMODATIONS

A candidate requiring assistance or accommodation during an exam must submit their request and the documentation supporting their need for assistance or accommodation to the Accredited Regional Training Program (ARTP) or Accredited Local Academy (ALA) at least six weeks before the exam date. ARTP and ALAs shall review each accommodation request per their agency policies.

EXAM SECURITY

The registered Lead Evaluator and the ARTP/ALA are responsible for delivering the certification exams per Title 19, California Code of Regulations, and the State Fire Training Procedures Manual, current edition. The registered Lead Evaluator shall be present during all cognitive exams. This individual shall remain in the room until all candidates complete the exam and all materials are accounted for. The registered Lead Evaluator is directly responsible for the security and safety of all exam materials, including computer-based and distributed materials. In the event of a suspected breach in exam security, the registered Lead Evaluator shall have the authority to confiscate the alleged violator's exam materials and terminate his or her participation. The registered Lead Evaluator shall notify SFT Staff of the breach after the exam.

PROCTOR RESOURCES

Troubleshooting

For troubleshooting exam software-related issues only, contact SFT Support at **(916) 491-0311**, available Monday through Friday 08:00-17:00, excluding State and Federal Holidays. Sometimes, receiving a call back may take up to 30 minutes, so plan accordingly.

Cognitive Exam Script

There is a required script to read before administering each cognitive exam. This script can be found on the Evaluator Resources webpage of the SFT website.

Tips

- The exam has a web page copy protection setting turned on. This means the screen may gray out when the cursor moves outside the browser window. This is by design. Move your cursor back onto the active browser tab with the online exam to remove the grayed-out screen.
- If the Internet connection is lost, all data will be saved. Retain the test login credentials (username and password) and log back into your exam when the Internet connection has been restored. All recorded answers should remain saved, allowing the candidate to resume the exam from where they left off.
- There is no password lockout threshold. Users can enter an online test password unlimited times without being locked out. If a user cannot successfully log in with the assigned password, the only remedy is to contact the SFT Tech Support phone during regular business hours.