

CHAPTER 10

CTQP COURSE PROVIDER ADMINISTRATION

10.1 PURPOSE:

To define the roles and relationships of the “CTQP Training Course Provider” (hereinafter Provider) within the CTQP Program including the details of Provider services and responsibilities.

10.2 AUTHORITY:

Code of Federal Regulations, Quality Assurance Procedures for Construction, 23 CFR 637, April 1, 2004

Florida Statutes, Sections 20.23(3)(a), 119, 286, 334.048

Florida Administrative Code Rule 14-15.010 and 14-46.001

FDOT Specification Sections 5, 6-8, 105, 120, 125, 160, 200, 334, and 346

10.3 SCOPE:

Providers approved in accordance with this procedure shall be the only Providers accepted as meeting the requirements for providing applicants with training leading to CTQP Qualifications.

10.4 REFERENCES:

Construction Project Administration Manual (CPAM), Topic No. 700-000-000; and Florida Department of Transportation (Department) Specifications.

10.5 BACKGROUND:

The constructing, supervising, inspecting and testing of the Department’s transportation infrastructure construction contract work has evolved into a variety of specialized technical fields each requiring a high degree of competence in order to produce safe cost effective and durable transportation projects. In order to achieve this goal, proper training is necessary for all personnel involved in the constructing, supervising, inspecting and testing of the Department’s construction contract work.

With the assistance of Department funding and input from the transportation

infrastructure construction industry, the University of Florida has developed a series of courses and computer based training programs which lead successful trainees to the qualifications required to perform the work required by the Department's construction contracts. This system of training and qualifications is called the Construction Training and Qualification Program (CTQP)

During the time the CTQP grew from a conceptual start in 1998 into a mature program in January 2005, the University of Florida managed all aspects of the program for the Department, including course development, course presentations and the administration of the growing database of individual worker qualifications. During this time the CTQP transitioned from a Department subsidized, price controlled model to a fully self sufficient market priced program.

In January 2005, the CTQP reached a level of complexity and size of market place that the Department and the University of Florida agreed a separate contractor should be brought in to handle the administration of the program and that multiple training providers should be allowed to provide the required training at competitive market prices set by those providers. This chapter of the Construction Qualification Training Manual (CTQM) was developed to address the administrative issues related to independent Providers who are granted an approved status to provide training by the Department.

10.6 DEFINITIONS:

Construction Training Qualification Program (CTQP) –See *Chapter 1 Section 1.6* of this manual.

CTQP Advisory Committee – provides oversight and policy recommendations to the Department concerning CTQP issues. It is made up of individuals who are leaders, from the ranks of the Department, Transportation Infrastructure Contractors, Materials Suppliers, Industry Trade Groups, and Professional Engineering Inspection Consultant Community. This is a standing committee whose members are nominated by the Director, Office of Construction, after consultation with the Director, Office of Materials. The nominees, who agree to serve voluntarily, are appointed to or removed from their positions by the State Highway Engineer.

Department –The State of Florida Department of Transportation.

District – Any one of the Department's administrative subdivisions that is headed by a District Secretary.

Provider – An entity that has been reviewed and approved by the Department, which has a staff of trained Instructor(s) qualified in and knowledgeable in the course subject, a staff of examination proctors who are knowledgeable of and practice the Department's proctoring rules (see *Attachment 10-1*) and have access to the facilities required to

present the CTQP courses it is approved to offer. The following entities are encouraged to become providers: members of the State of Florida University System, Vocational Colleges and Community Colleges, the Department and other state agencies, and Transportation Industry Trade Organizations.

Standard CTQP Course Evaluation Survey –This is a survey available as a word file on the CTQP Administrator's Website. Providers shall not modify this survey. This survey is to be given to all CTQP trainees who take an exam. While answering any questions on the survey is voluntary and will not affect the examination grade, signing and turning in the survey is mandatory for each trainee taking an examination.

State Construction Training Administrator (SCTA) – See **Chapter 1 Section 1.6** of this manual.

Technical Review Teams (TRT) – See **Chapter 1 Section 1.6** of this manual.

10.7 Task Responsibilities by Entity

At a minimum, the following tasks are handled by the various entities mentioned in this chapter:

10.7.1 CTQP Advisory Committee

The CTQP Advisory Committee provides oversight and policy recommendations to the Department concerning CTQP issues at meetings which are usually held quarterly. Such quarterly meetings shall comply with the **Florida Sunshine Laws F.S., 119 & 286**. Notice shall be posted on the State Construction Office Website of the time and location of such meetings at least 30 days in advance of the meeting. Such notices shall contain an agenda of the meeting naming any topics on which a recommendation will be made. Such notices shall contain the advice that, if a person decides to appeal any decision or recommendation made by the Advisory Committee with respect to any matter considered at such meeting or hearing, he or she will need a record of the proceedings, and that, for such purpose, he or she may need to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be based. Such Advisory Committee meetings shall be held in handicapped accessible facilities with provision for attendance by interested members of the public. Minutes shall be taken at such meetings by the SCTA or his or her representative, and such minutes shall be published within 30 days after such meetings on the State Construction Office Website for a period of 2 years after such meetings.

Where recommendations are made by the CTQP Advisory Committee during the course of its meetings those recommendations will be summarized in the

minutes kept by the SCTA. The SCTA shall have the approval or denial authority on those recommendations for the Department. The meeting minutes taken and published by the SCTA shall also state the Department's approval or denial of the CTQP Advisory Committee's Recommendations.

Should any person wish to appeal any of the SCTA's approval or denial decisions that person may submit an appeal of the decision to the Director, Office of Construction within 30 calendar days of the decision. The appeal shall include a copy of the CTQP Advisory Committee meeting minutes stating the SCTA's decision and such additional information as the appealing person feels would be helpful in reconsidering the decision being appealed. Within 20 working days of receipt of such an appeal the Director, Office of Construction will inform the appealing person and the SCTA if he or she upholds or reverses the SCTA's appealed decision.

10.7.2 Technical Review Team (TRT)

- (1) Review the qualifications of Instructors to ensure that they are knowledgeable experts in the CTQP subject matter they wish to teach. Recommend approval of eligible Instructors to the SCTA.
- (2) Review the technical facilities and capabilities of the CTQP Provider entities. Recommend approval to the SCTA of Provider entities which possess or have access to adequate technical facilities and capabilities.
- (3) Periodically review the course delivery performance of the Providers and Instructors. Report adequate delivery performance or make recommendations for improvement(s) or removal of Provider and/or Instructor approval as necessary to the SCTA.
- (4) When an examination appeal is made, the TRT Chairperson shall review the appeal and make the TRT's recommendations to the SCTA within five (5) working days. Where credit for the appealed question is granted the TRT's recommendations shall also include a statement as to the advisability of using or deleting the appealed question from all future examinations.

10.7.3 Provider

The Provider requesting approval from the State Construction Office (SCO) must demonstrate it can perform the duties listed in this section. The Provider shall:

- (1) Provide the minimum course instruction duration required by this procedure for teaching the specific course subjects covered in the CTQP Administrator supplied course manual. Where available, follow the Instructors Course manual recommendation on time devoted to teaching the specific course subjects.
- (2) Provide a qualified Instructor meeting the following minimum qualification requirements for Instructor.
 - (a) Primary Instructor: Recognition by the TRT as a qualified expert in the subject matter being taught who possesses suitable presentation skills.
 - (b) Secondary Instructor: Recognition by the TRT as an individual who is knowledgeable and competent to perform the operations which are the object of the training and who possesses suitable presentation skills.
 - (c) All Instructors shall have taken a "Train the Trainer" workshop or shall show proof of having held a valid teaching certificate issued through a government agency or show proof of teaching experience in a technical field or the SCTA may approve Instructors based on recognized expertise in their field and knowledge of course material.
- (3) Provide a suitable classroom to conduct the course. This shall include, as a minimum, adequate lighting and acoustical properties, adequate writing surface area (a minimum of six square feet per trainee is required), adequate temperature control, suitable ceiling height (so that all trainees can see all audio visual presentations), and state of the art audio visual equipment such that electronic, computer driven presentation programs can be readily used to enhance classroom instruction. VCRs with small (less than 27") screen televisions (TVs) are not considered adequate for classes larger than twelve (12) trainees.
- (4) Provide course/exam presentation fee amount and course schedules to the CTQP Administrator. Also, provide this information to the public and the Department through the contact listed in the "Provider Contacts" section of the CTQP Administrators website. This contact point should be functional at a minimum timeframe from 8am to 5pm (Eastern Standard Time) Monday through Friday, except on State of Florida holidays.
- (5) Accept registration requests from the public and the Department

through the contact listed in the "Provider Contacts" section of the CTQP Administrators website. Receive the applicant registrations and retain the original applicant registration on file for two (2) years after "Date of Application". Retain either the original or an electronic copy of the application for six (6) years after "Date of Application".

- (6) Furnish CTQP course material for each student. **Note:** the required course content and training materials are developed by the Department and a single electronic file copy and a single paper copy of those materials is given to the Provider by the CTQP Administrator for each CTQP course the Provider is approved to teach. The Provider is expected to make the appropriate number of copies of these materials to teach the course. The CTQP course materials to be furnished to each student include all necessary copies of the training materials (workbooks, study/reference information, examination, and **Standard CTQP Course Evaluation Survey**).
- (7) Prepare for and instruct the course, including the provision of any handouts deemed necessary for adequate communication of the subject matter. The Instructor shall follow the lesson plan that was submitted to and approved by the TRT.
- (8) Present the course and/or provide the appropriate CTQP examination to each applicant. Administer examinations so as to provide assurance that each student's work represents his or her independent efforts. Proctor such examinations in accordance with the Proctor Responsibilities in **Attachment 10-1**.
- (9) Instruct all trainees taking a CTQP examination that the **Standard CTQP Course Evaluation Survey** is a required part of their exam and must be signed and turned in with their exam. Instruct all trainees to sign and date the **Standard CTQP Course Evaluation Survey** before the start of the exam and instruct them that that while answering any questions on the survey is voluntary and will not affect their examination grade, signing and turning in the survey is mandatory.
- (10) Produce and maintain a class sign in sheet which is to be signed by each trainee at the completion of the training. This sheet shall contain the name of the Provider, the name of the Instructor(s), the name of the class being presented, the date and location of class presentation, the printed names and signatures of all class trainees and the TIN number of all trainees. The Provider shall retain the original copy of this record for 2 years. If the Department has not requested the record the Provider shall destroy it by shredding at the conclusion of the 2

year period.

- (11) Produce and maintain an examination sign in sheet which is to be signed by each trainee taking an examination. This sheet shall contain the name of the Provider, the name of the proctor(s), the date and location of examination, the printed name, signature, TIN and name of the examination taken for all trainees taking an examination. The Provider shall retain the original copy of this record for 2 years. If the Department has not requested the record the Provider shall destroy it by shredding at the conclusion of the 2 year period.
- (12) Within 48 hrs of the completion of the Provider's presentation of CTQP training and /or examinations, transmit to the CTQP Administrator all examination booklets, answer sheets, course evaluation surveys, a copy of the class sign in sheet, a copy of the examination sign in sheet, and a course summary report including course title, course date, course location, provider name, Instructor(s) name(s) and a list of trainees with the following information for each trainee: name, TIN, employer, trainee status (audit only, course and exam, challenge exam only, or re-qualification exam).

10.8 PROVIDER APPROVAL REQUEST

Provider approval requests may be mailed to the following address:

FDOT State Construction Training Administrator
605 Suwannee St., Mail Station 31
Tallahassee, Florida 32399-0450

Provider approval requests may also be emailed to the SCTA. This is the preferred method of transmission. The SCTA's email contact information may be found on the Department's State Construction Office Website. Where approval requests are emailed, the written documents should be in Adobe Acrobat PDF file format or Microsoft Word file format. Photos should be in JPEG file format. Microsoft Power Point presentation files will also be acceptable files for transmitting photos and drawings with explanations. The current maximum file size for email to the SCTA is 2 megabytes. Multiple email messages to transmit the parts of a Provider approval request will be acceptable so long as the subject line of each separate email identifies the Provider approval request and the numbered part of the total number of parts. For example: (Provider Name) – CTQP Provider Approval request part X of Y parts

Prospective Providers wishing to be approved as such shall send a letter to that effect to the SCTA. Where the prospective provider entity is a commercial enterprise, that letter shall be signed by a principal officer of the enterprise such as a President, Vice

President, Chief Executive Officer or Owner. Where the prospective provider entity is a learning institution or an Industry Trade Group, the letter shall be signed by a Department Head or Principal Officer.

The Provider approval request letter and its attachments shall include, at a minimum, the following information:

- (1) The prospective Provider entity's name, physical address, e-mail address and phone number.
- (2) The prospective Provider entity type, such as Member of the State of Florida University System, Vocational College, Community College, State Agencies, Transportation Industry Trade Organization, Professional Engineering Consulting Firm, Professional Training Firm or Sole Proprietor.
- (3) The following certification statement from the prospective Provider to the Department:

"As a condition of Provider approval: (insert Provider name here) agrees that if (insert Provider name here) is approved by the Department as a CTQP Training Provider then (insert Provider name here) will abide by and be bound by the requirements of the Department's CTQM and any updates thereto. (Insert Provider name here) further agrees that if it ceases to be or will cease to be an approved Provider for any reason then the (insert Provider name here) will forward to the Department at the address shown in the next paragraph all the (insert Provider name here)'s CTQP training records which are required by the Departments' CTQM and for which the retention period is not yet expired."

FDOT State Construction Training Administrator
605 Suwannee St., Mail Station 31
Tallahassee, Florida 32399-0450"

- (4) The contact information the prospective Provider wishes to list on the CTQP Administrator's website.
- (5) The names and TIN numbers of the SCTA approved Instructors the prospective Provider intends to use to present each CTQP course it is applying for approval on.
- (6) The physical addresses of the classroom facilities the prospective Provider intends to use to present each CTQP course for which it is applying for approval including a description of and or photos of those facilities.
- (7) Any audio visual presentation equipment the prospective Provider intends to

use to present each of the CTQP courses it is applying for approval on. Include a description of and or photos of that equipment.

- (8) Any technical equipment the prospective Provider intends to use to present each CTQP courses it is applying for approval on. Include a description of and or photos of that equipment.

Any other information which the prospective Provider feels will assist the TRT and the SCTA in evaluating their approval request.

10.9 PROVIDER REVIEW AND EVALUATION

- (1) Upon receipt of a Provider approval request, the SCTA shall present the material to the appropriate TRT Chair within 14 calendar days. The TRT Chair shall confer with the other TRT members and together they shall review the Provider's approval request to the CTQP's standards and determine, in their opinions, if the prospective Provider has sufficient facilities and capabilities to meet the requirements set forth in this manual to be a CTQP Provider. Such Provider approval review conferences shall be held at regular TRT meetings. Provider approval review conferences shall comply with the ***Florida Sunshine Laws, Sections 119 and 286 F.S.*** Notice shall be posted on the State Construction Office Website of the time and location of such TRT meetings at least 30 days in advance of the conference. Such notices shall contain an agenda of the meeting naming any prospective Providers or Instructors that are to be reviewed for an approval recommendation. Such notices shall contain the advice that, if a person decides to appeal any decision made by the TRT with respect to any matter considered at such meeting or hearing, he or she will need a record of the proceedings, and that, for such purpose, he or she may need to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be based. Such TRT meetings shall be held in handicapped accessible facilities with provision for attendance by interested members of the public. Minutes shall be taken, at such TRT meetings by the TRT Chair or his or her representative, and such minutes shall subsequently be published on the State Construction Office Website for a period of 2 years.
- (2) The TRT's Provider approval recommendation report shall be completed within 7 calendar days of the TRT meeting at which the Providers request for approval was reviewed. The TRT chair shall present a dated, written recommendation report to the SCTA, the Director, Office of Construction and other TRT members for approval or disapproval of the Provider approval request including the reasons for that recommendation. One or more written recommendation reports may be included in and presented as a part of the minutes of a regular TRT meeting.

- (3) Where the TRT's decision has been reached by consensus, the report should state that. Where there is a difference of opinion on the question of the approval of the Provider among the TRT's members, the TRT Chair's opinion shall rule. In such cases, the TRT's recommendation report shall state the number of TRT members that held dissenting opinions on the TRT's recommendation report.
- (4) It will be acceptable for the TRT chair to email such reports to the SCTA and other TRT members in a Microsoft word file format. Any such recommendation reports which are not a part of the minutes of a regular TRT meeting will be published, for a period of 2 years, by the SCTA on the State Construction Website in the same location as the regular TRT meeting minutes.
- (5) Within 5 working days of receipt of the TRT's Provider approval recommendation report SCTA shall approve or disapprove the prospective Provider and inform the prospective Provider entity in writing of the approval or disapproval of its approval request.
- (6) Should the prospective Provider wish to appeal the SCTA's decision the prospective provider may submit a new request for approval to the Director, Office of Construction within 30 calendar days of denial. The new request for approval shall include a copy of the original request for approval, a copy of the denial of that request, and such additional information as the prospective Provider feels would be helpful in favorably reconsidering its request for approval. Within 20 working days of receipt of such a new request for approval the Director, Office of Construction will inform the prospective Provider and the SCTA if he or she approves the Prospective Provider or confirms the previous denial.
- (7) Approved Providers will be assigned a 4 digit **Providers Number**. The SCTA will also notify the CTQP Administrator of all approved Providers including the appropriate **Provider Number** and contact information for those Providers.
- (8) Each Provider must be notified of their approval by the SCTA before that Provider can provide any training of personnel for the purpose of CTQP qualification.

10.10 INSTRUCTOR APPROVAL REQUEST

Refer to Ch 6, Section 6.5 for the PDIT/DSIT Course Instructor Qualifications

Instructor approval requests may be mailed to the following address:

FDOT State Construction Training Administrator
605 Suwannee St., Mail Station 31
Tallahassee, Florida 32399-0450

Instructor Approval Requests may also be emailed to the SCTA and this is the preferred method of transmission. The SCTA's email contact information may be found on the Department's State Construction Office Website. Where approval requests are emailed the written documents should be in Adobe Acrobat PDF file format or Microsoft Word file format.

Prospective Instructors wishing to be approved as such shall send a letter to that effect to the SCTA.

The ***Instructor Approval Request Letter*** shall have, at a minimum, the following information and attachments:

- (1) Instructor's name, TIN number, physical address, e-mail address and phone number.
- (2) Contact information the instructor wishes to list on the CTQP Administrator's website.
- (3) The names of the CTQP courses the Instructor is applying for approval to present.
- (4) A statement by the Instructor that the Instructor has taken a "Train the Trainer" workshop, or has held a valid teaching certificate issued through a government agency (proof must be attached) or has teaching experience in a technical field (proof must be attached) or is a recognized expert in their field and knowledgeable on the subject area of the CTQP course the Instructor is seeking approval to teach.
- (5) An attached copy of the Instructor's resume.

Any other information which the prospective Instructor feels will assist the TRT and the SCTA in evaluating their application, such as the courses the instructor has been involved in developing and teaching previously, may be attached to the instructor approval request letter.

10.11 INSTRUCTOR REVIEW AND EVALUATION

- (1) Upon receipt of an Instructor approval request, the SCTA shall present the material to the appropriate TRT Chair within 10 working days. The TRT Chair shall confer with the other TRT members and together they shall review the Instructor's approval request and determine if, in their opinions,

the prospective Instructor is sufficiently knowledgeable and has met the requirements set forth in this manual to be a CTQP Instructor. Such Instructor approval review conferences shall be held at regular TRT meetings. Instructor approval review conferences shall comply with the ***Florida Sunshine Laws, Sections 119 & 286, F.S.*** Notice shall be posted on the State Construction Office Website of the time and location of such TRT meetings at least 30 days in advance of the conference. Such notices shall contain an agenda of the meeting naming any prospective Providers or instructors that are to be reviewed for an approval recommendation. Such notices shall contain the advice that, if a person decides to appeal any decision made by the TRT with respect to any matter considered at such meeting or hearing, he or she will need a record of the proceedings, and that, for such purpose, he or she may need to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be based. Such TRT meetings shall be held in handicapped accessible facilities with provision for attendance by interested members of the public. Minutes shall be taken at TRT meetings by the TRT Chair or his or her representative, and such minutes shall subsequently be published on the State Construction Office Website for a period of 2 years.

- (2) The Instructor's approval review and the TRT's recommendation report based on it should be completed within 7 calendar days of the TRT meeting at which the Instructor's request for approval was reviewed. The TRT chair shall present a dated, written recommendation report to the SCTA, the Director, Office of Construction and other TRT members for approval or disapproval of the Instructor approval request including the reasons for that recommendation. One or more written recommendation reports may be included in and presented as a part of the minutes of a regular TRT meeting.
- (3) Where the TRT's decision has been reached by consensus the report should state that. Where there is a difference of opinion on the question of the approval of the Instructor among the TRT's members, the TRT Chair's opinion shall rule. In such cases, the TRT's recommendation report shall state the number of TRT members that held dissenting opinions on the TRT's recommendation report.
- (4) It will be acceptable for the TRT Chair to email such reports to the SCTA and other TRT members in a Microsoft word file format. Any such recommendation reports which are not a part of the minutes of a regular TRT meeting will be published, for a period of 2 years, by the SCTA on the State Construction Website in the same location as the regular TRT meeting minutes.

- (5) Within 5 working days of receipt of the TRT's Instructor Approval recommendation report SCTA shall approve or disapprove the prospective Instructor and inform the prospective Instructor in writing of the approval or disapproval of the approval request
- (6) Should the prospective Instructor wish to appeal the SCTA's decision the prospective Instructor may submit a new request for approval to the Director, Office of Construction within 30 calendar days of denial. The new request for approval shall include a copy of the original request for approval, a copy of the denial of that request, and such additional information as the prospective Instructor feels would be helpful in favorably reconsidering his or her request for approval. Within 20 working days of receipt of such a new request for approval the Director, Office of Construction will inform the prospective Instructor and the SCTA if he or she approves the Prospective Provider or confirms the previous denial.
- (7) Within 5 days of the Director's decision the SCTA will inform the prospective Instructor in writing of the approval or disapproval of their approval request. The SCTA will also notify the CTQP Administrator of all approved Instructors including the appropriate contact information for those Instructors.
- (8) Each Instructor must be approved by the SCTA before that Instructor can provide any training of personnel for the purpose of CTQP qualification.

10.12 APPROVED PROVIDERS and INSTRUCTORS

- (1) The CTQP Administrator shall maintain a list of approved CTQP Providers on the CTQP website. This list shall state the CTQP courses each Provider is approved to present.
- (2) The CTQP Administrator shall maintain a list of approved CTQP Instructors on the CTQP website. This list shall state the CTQP courses each Instructor is approved to present.
- (3) The TRT may at its option request a new approval request from an approved Provider or Instructor if the TRT believes that Provider or Instructor is no longer able to adequately perform the tasks and responsibilities described for them in this manual. In such cases, the Provider or Instructor shall have 30 days to submit an approval request package and the TRT shall have 30 days to review this package and re-approve or disapprove the Provider. The Provider will not be allowed to present any further training until its approval request is re-approved unless

this restriction is waived by the TRT Chairperson.

10.13 PROVIDER EXAMINATION REQUEST PROCESS

The CTQP Administrator shall maintain control of the distribution and grading of CTQP examinations. The Provider shall request examinations in writing (US mail or email) or via the CTQP Administrator website. This request shall include the following:

- (1) Provider identification number.
- (2) Exam title, date and location.
- (3) Primary Instructor/examiner.
- (4) Name of person to receive the package.
- (5) Requested delivery date.
- (6) Payment (refer to the CTQP Administrator website for fee schedule).

10.14 PROVIDER EXAMINATION HANDLING AND RETURN PROCESS

CTQP Providers shall handle and return CTQP examinations as stated in ***Attachment 10-1***, which is the ***Proctoring Responsibilities*** section of this manual.

Attachment 10-1

Proctoring Responsibilities

- Provide quiet room without disturbances, and adequate writing space for each Trainee (minimum 6 square feet, required).
- Before the exam begins, read the "instructions" page to the examinees.
- Do not allow Trainees to write in books or other paper that will not be collected at the end of the exam.
- Do not allow Trainees to use their own calculators or any other electronic device.
- Assure that all exam booklets, scratch papers, and other test papers are placed back into the Trainee envelope and sealed.
- Check answer sheet to insure that the:
 - Name is filled in and the correct letters are bubbled in.
 - TIN is filled in and the numbers below it are bubbled in.
 - Exam code matches what's on the exam.
 - **Name, photo and TIN match same on Florida Drivers License or Florida Identity Card.**
- Assure that the Trainees are not disturbed by any distractions.
- Remain in the exam room during entire exam.
- Assure that no examinations will be read by anyone other than the Trainee during exam time.
- Assure that the exam submitted by each Trainee represents the individual's own work.
- Assure that only one Trainee is allowed out of the room at a time.

Administrative Responsibilities

- Assure that all examinations are secured in a locked area until exam time.
- Assure that no examinations will be copied for any reason.
- Place all class materials, including Trainee packets, in a FedEx envelope, contact FedEx for pick-up, and send out the envelope to the CTQP Administrator by the next working day. Return any unused test packets in the same FedEx package. (FedEx or other appropriate carrier packaging will be provided).
- Sign and return this survey in the packet to be returned to the CTQP Administrator.
- When sending the exam materials back to the CTQP Administrator, do not leave them in an open "pick-up" type mail collection box. Personally hand-deliver the packet to your District's mailroom or the FedEx representative.

General Rules

- Once examinations have begun, do not allow anyone to enter the exam room; including those individuals who were scheduled to take the exam but who have arrived after the exam has begun.
- All correspondence must be in a sealed envelope marked confidential.
- No phone calls or telephone pages are allowed for Trainee or proctor during exam.
- Trainees are not permitted to return phone calls prior to turning their answer sheet.

By my signature, I verify that I have followed all of the proctoring responsibilities on this page.

_____	_____	____/____/____
Name	Title	Date

Attachment 10-1

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Proctor needs to read this to the examinees:

INSTRUCTIONS

- Turn off any cell phones, beepers, or other electronic devices. Trainees are not permitted to use cell phones, pda's, personal calculators or other electronic devices during an exam. Electronic devices with a "vibration" feature may be left on. If you are expecting an emergency call, notify the proctor prior to the beginning of the examination. You are not permitted to return phone calls prior to turning in your answer sheet.
- All tests are on a time constraint and are graded on the percent answered correctly. So, if you are having any problems on any one question, skip it and come back to it. When you skip it make sure to skip the appropriate number on the answer sheet.
- For security reasons, only one person at a time will be allowed to leave the examination room to visit the restroom. If you are unsure if anyone is out of the room, please ask the proctor for information.
- Close all books and move all your belongings away, so there is no question whether any of the material brought in was being used.
- As you can see on the cover sheet of your exam:
 - The open/closed book status is listed
 - The duration of the exam is listed
 - Again, you should answer all the questions
 - You shouldn't write in this booklet, any answer marked in the test booklet will not count if you do not transfer it correctly to the answer sheet.
 - Mark all your answers on the answer sheet provided.
 - Use only a #2 pencil
 - Use only the calculator provided
 - Use only the scratch paper provided
- Turn to the second page of your test booklet and pull out the answer sheet. Make sure to follow these directions:
 - Write your last name, first initial and middle initial in the spaces provided. Bubble in the correct letters below.
 - Write the number of your TIN in the spaces provided, beginning with the letter in the first block. Leave blank the bubbles underneath the letter. Bubble in numbers below the boxes containing your TIN.
 - Bubble in the Test Form Code found in the upper right hand corner of this test booklet.
 - Bubble in the answers to the corresponding questions.
- If you have any questions, raise your hand and I will come to you. I will not be able to answer any technical questions.
- When you finish with an exam:
 - Collect all your test materials and turn them into the proctor.
 - Make sure to return all scratch paper with completed exam.
 - Collect all your belongings as quietly as possible, so as to not disturb the other examinees, and leave the room.
 - You will be required to show your Florida Driver License (FDL) or your Florida ID card when you turn in your answer sheet. Your FDL will be needed to verify your name, photo, and TIN.