



North American Technician Excellence, Inc.

Exam Administration Script

For

NATE Paper/Pencil Exams

THIS PROCTOR SCRIPT MUST BE READ COMPLETELY FOR THE TYPE OF EXAMS BEING GIVEN. IT MAY NOT BE PARAPHRASED.

READING THIS SCRIPT GIVES ALL CANDIDATES AN EQUAL TESTING EXPERIENCE.

Instructions for Reading the Proctor Script

1. Read all information before the test session to be comfortable with the Script.
2. Make sure you know what additional information you will be substituting for the Italic, Bracketed, Underlined or Bolded information.
3. Read all the information in the quotation marked areas.

“Hello and welcome, [You may know my name but I am going to repeat it here for the exam record.] My name is **give your name**, and I am an approved proctor for North American Technician Excellence-NATE testing. [In our previous meetings I represented (company, school) in a different capacity.] Today I represent [**give the name of the Testing Organization-TO giving the tests**] and I will be proctoring this test session.

“As the test session proctor, it is my responsibility to administer this exam in a manner that will allow each of you to perform to the very best of your ability. These administration procedures may seem lengthy and formal, but I must use exactly the same standards that every other TO and proctor uses. These standards ensure all candidates receive the same testing experience.”

[If additional proctor(s) are assisting, please introduce them.]

“Working with me today as an additional proctor(s) will be (give the name of the additional proctors.)”

“Our test session will begin in a few moments. First, I would like to explain how our session will work.”

“Please store all of your personal items [have an assigned storage area **AWAY FROM** the testing area] especially cell-phones, PDA’s Blackberries, Nextel’s, etc. in the area provided. Once the test session starts you will **NOT** be allowed access to your personal items.”

“I will now check your identification. Everyone **MUST** have a government-issued photo ID such as a driver’s license, student identification or passport. If you do not have your identification **YOU CANNOT** sit for the exam and are required to leave the exam location.”

Check identification of each candidate. Ask any candidate without ID to leave even if you know them personally.

“YOU MAY NOT OPEN YOUR TEST PACKETS UNTIL I TELL YOU DO SO.”

“I will now pass out the test packets.” [Hand out test packet at this time]

“Again DO NOT open the test packet until told to do so. Has anyone opened their packet? If so I must collect your packet.”

If anyone indicates opening their packet, take it and return it to him/her when it is time for all to start testing.

➤ “NATE offers exams to technicians in a number of specialties. Today the NATE exams being offered are:” [chose the exams from the list below that are being administered today]

- Beta
- Core
- Air Conditioning
- Air Distribution
- Air-to-Air Heat Pump
- Gas Furnaces
- Oil Furnaces
- Gas Hydronics
- Oil Hydronics
- Light Commercial Refrigeration
- Commercial Refrigeration
- HVAC Efficiency Analyst-Senior Level

- Fuel Gas Fitter Challenge Licensing Exam

“Note: When passing the Heat Pump specialty, the Air Conditioning specialty is automatically awarded. However, the granting of the additional specialty certification does not include the chevron or certificate, they must be purchased separately. “

“The topics, scope and references covered in all exams are published on the NATE website (www.natex.org) as the Knowledge Areas of Technician Expertise (KATE’s).”

“To achieve certification for Installation or Service, you must pass a Specialty *as well as* a Core exam with a minimum grade as published on the KATE’s.”

“Please remember:

Beta exams may be 25, 50 or 100 questions

Both Core, Installation and Service exams contain 50 questions

Installation and Service Specialty exams contain 100 questions

Senior exams contain 100 questions and require prerequisites to be eligible to sit for the exam

Licensing exams contain 100 questions”.

- **“NATE takes the security of its exams very seriously. Here are the guidelines that you must follow during the exam today:**
 - There will be no talking in the testing room.

- There will be no moving around during the test session.
- Again all electronic communication devices must be left outside the testing area. There will be no cell phones, PDA's, Nextel's, etc. If you need to have these devices with you then you are not eligible to be in the testing room. Are all your electronic devices in the storage area-TURNED OFF?
- You may leave the room to use the lavatory facilities
- If you must leave the room, please raise your hand and await my instruction.
- Only one person may leave the room at a time, but all electronic devices will remain in the storage area.
- Whenever you leave the room, I will take your exam materials and secure them until you return.
- Do not disturb other candidates during the session.
- Communication with another candidate for any reason, copying or sharing answers is considered cheating. Removing any exam materials (test booklet, answer card, comment sheet, original sealed packet, return sealed packet, bar coded security seal) from this room or discussing exam questions with others is also considered cheating. If any form of cheating occurs, I will collect all of your exam materials and notify NATE.
- **ANY VIOLATION OF NATE TESTING OR SECURITY PROCEDURES MAY RESULT IN INVALIDATION OF THE TEST RESULTS FOR EVERYONE.**
- **IF WE FIND THAT AN INDIVIDUAL ENGAGED IN IMPROPER CONDUCT, NATE WILL REVOKE YOUR CERTIFICATION AND SCORES.**

- Test sessions vary in length of time according to the exams being taken. NATE allows the following time frames:
- Beta Exams-printed on the front of the exam
- 50 Question Closed Book Core Exams 1.5 Hours
- 100 Question Closed Book Installation or Service Exams 2.5 Hours
- 100 Question Open Resource Senior Exam 4 Hours
- 100 question Open Book Licensing Exam 2.5 Hours”

[Additional time frames may be allowed and will be published on the KATE’s for the specific exam if not listed above.]

- “Once the testing begins, I cannot answer questions on ANY subject. So please pay attention to the instructions that follow. If you have questions, ask them **BEFORE** our test period begins. **DO NOT ASK ANY TECHNICAL QUESTIONS ABOUT THE EXAM QUESTIONS BEFORE, DURING, OR AFTER THE EXAM SESSION.** If you think there is a misprint or error in your booklet, raise your hand, and I will see if you need a replacement booklet.”

“Again, please do not open your packets until I instruct you to do so.

Does anyone have any questions at this point?

You are encouraged to fill in an answer to every question. Your score is based on the number of questions you answer correctly.

Scoring for the Beta tests may be based on different criteria and Beta exam scores are not released.

Does everyone have the correct exam? Please look at the Bar Coded document in your see through test packet. The following color codes determine your exam type:

Beta Exams-Green

Installation Exams-Blue

Service Exams-White

Senior Exams-Gold

Licensing Exams-Red

Again, does everyone have the correct exam?"

Answer any questions. If a candidate does not have the correct exam exchange it for the appropriate extra exam that may be on hand or if you have an urgent concern, please call NATE/VGI Test Service at 800-886-4109 during business hours. Otherwise, you may contact Pat Murphy at (703) 276-7247 during NATE business hours.

If questions are asked about anything other than testing procedures, or that you cannot answer, please tell the candidate to call NATE HQ at (703) 276-7247 during regular business hours.

“Please remember all Core and Specialty exams, both Installation and Service, are CLOSED BOOK. Senior Level and Licensing exams may be open resource.”

“The only materials allowed on your table for the Installation and Service Exams are your test packets, two pencils, a non-graphing calculator, and scratch paper, which is the back of the blue Test Survey provided in your packet.”

“If you have any other materials on your table, please remove them now to: *(Place should be away from candidates, where all other candidate materials were stored).*”

“If you are taking an open resource exam you may have the resources on the table. I will be walking around the room to make sure you do not write questions and answers in the resources and to make sure you do not have previously written questions in the material.”

Wait for candidates to clear tables of extra materials, if necessary.

Completing the Answer Sheet

“Does everyone have two “number 2” pencils? If you do not, please raise your hand.”

Pass out pencils to any candidate who needs them.

“Please look at the front of your packets. Do not open a packet until I instruct you to do so.”

“Please save the outer envelope. It will be returned with your completed exam to the testing service. **NOTHING** contained in your packet, including used envelopes, should be considered trash. **EVERYTHING** will be returned to our testing service.”

“Upon completion of your exam you are required to bring the contents of the entire OPEN testing packet to the proctor for completion review.”

**“DO NOT SEAL THE TEST MATERIALS IN THE RETURN ENVELOPE
UNLESS THE PROCTOR HAS REVIEWED ALL TEST DOCUMENTS.”**

“Once your test answer card has been checked for proper completion by the proctor, sign and seal your packet in front of the proctor, then you may request, open and start your next test if you are taking more than one exam.”

“There is enough time to complete a Core and a Specialty test during a four-hour period. Some may even want to start a second specialty test in this session, but I caution you – any test opened must be sealed when I say that time is up – even if you have not completed it. See me if you decide to take an additional test.”

This is only possible if extra exams were ordered and shipped to the proctor. Ensure that money is collected (quietly) from candidate before handing him/her the test packet.

➤ **“You may now carefully open your first packet.**

Each test packet should contain the following:

- Test materials for the requested exam.
- An answer card
- An exit survey (also use it for scratch paper)
- One return envelope
- Bar Coded Final Return Envelope Label”

“DO NOT OPEN THE TEST BOOKLET”

“Please be advised that the front of the test booklet contains Formula’s and the back of the booklet contains a Temperature Pressure Chart if needed.”

“Please help NATE provide you and future candidates with the best possible testing experience. NATE asks that you complete the test survey, during or after the test.”

“Comments (question specific or general) will be reviewed. The NATE Technical Committee uses your responses to enhance the test.”

“You will have an answer card that corresponds with the certification test that you are taking. **Please make sure you use the answer card to record your answers.** “

“DO NOT WRITE IN THE TEST BOOKLETS”

“Does everyone have all of these materials?”

*Wait for response. If a candidate is missing items, check the **Proctor Master Pack**. It contains extra answer cards, extra exit surveys / scratch paper, and extra return envelopes and labels.*

“To avoid mixing up answer cards and test surveys with the wrong exam, you may only have one exam at a time.”

“Please follow my instructions completing each Answer Card.”

[Answer Card Question Numbers and Description]

“It is important that you enter your information in CAPITAL LETTERS. This answer card is read by a computer with a writing recognition system. If the characters and marks are not similar to the box at the top of the answer card your permanent record may not be correct. Please use the best possible penmanship.”

“Please enter the information according to the number and my instructions.”

“1. Proctor ID Number”

“The answer card has a place at the top for the Proctor ID number. My Proctor ID number is: XXX-XX-XXXX”

(PROCTOR NOTE: Your nine (9) digit NATE ID number has been recorded in the NATE Contact Data Base and must be used for all testing. USE the same number at all times. Do not change the number if you don't remember it. Contact the NATE office before the test session if you are unsure of your NATE Proctor ID number. Please write the NATE Proctor ID number on board or easel in front of class, and/or repeat several times).

“2. Today's date is (Today's Date).”

“Has everyone written in my ID number and the date?”

“3. Have you ever tested with NATE before?”

“Please fill in the correct box.”

“If you mark the YES box please wait to fill in Box 4 with your NATE ID number issued after a previous test session. If you don't remember your NATE ID number, wait for additional instructions.”

“If you have never tested with NATE before mark the NO box and wait for instructions to skip to number 5 box.”

“4. NATE ID Number-Complete if known.”

“NATE assigns this number to you AFTER your first NATE testing session. You do not create this number.”

“Please don't confuse it with the number YOU will create in Box 5.”

“The line for the ID number is for you to put in **YOUR** NATE-assigned ID number from previous testing. It is on your wallet card if you’re already NATE-certified or if you have previously tested with NATE the number is on the documents you received.”

“If you don’t know your NATE ID number-**LEAVE** Box 3 blank.”

“Not supplying your NATE ID# can cause duplication of records. Please make sure you use the exact same name as on your previous testing. The computer system compares names and addresses and will create an additional record if the information is different.”

“An example is:

First test-William

Second Test-Willie

Third Test-Bill

Fourth Test-Billy

Fifth Test-Will”

“This is a true example of one candidate using multiple variations of their first name and creating a number of different records.”

“5. Personal Identification Number-PIN#”

(STRESS THIS INFORMATION)

“The PIN will be used for **YOU** to access your personal record on www.natetesting.com or from the NATE website home page link-**My NATE**. In your record you will be able to update your personal information, check on your certification status and continuing

education hours. The PIN needs to be a maximum of 6 digits and can be either numbers or letters.”

“You assign your own PIN number.”

“MAKE SURE YOU USE A NUMBER THAT YOU WILL REMEMBER.”

“Generally NATE suggests that you use something like your birthday, wedding anniversary or the like. You will be able to change it when you access your record at My NATE or www.natetesting.com.”

“6. Last Name”

“If you have tested with NATE before please use the exact name to prevent record duplication if you do not know your NATE ID#.”

“7. First Name”

“Remember to use the exact same name as you used the first time you tested with NATE if you have forgotten you NATE ID.”

“8. Middle Initial”

“9. Home Telephone Number”

“Enter your personal home phone number.”

“10. Mailing Address”

This should be your current home mailing address. Using your business address can cause future materials and mailings from NATE to not reach you. Please make sure this is the address for document delivery. Again you will be able to update this information at My NATE or www.natetesting.com.

“11. City”

“12. State/Province”

“13. Zip/Postal Code”

“14. Home Email Address”

“Enter you personal email address if you have one. NATE uses this to communicate with you about recertification and other details. It will also be used to email your PIN# when using My NATE and www.natetesting.com if requested.”

“15. Employer/Company Name”

“Please provide your current employer information.”

“16. Work Telephone Number”

“17. Work Email Address”

“Enter you work email address if you have one.”

“18. Company Address”

“19. Company City”

“20. Company State/Province”

“21. Company Zip/Postal Code”

“The information provided in boxes 5 through 21 is critical for your record being correct. If the computer cannot correctly read the information due to incorrect marks or characters there may be incorrect spelling on your documents.”

“Has everyone finished up to box 21? Are there any questions to this point? Please note that if you have made a mistake or blackened the wrong box, erase completely and then blacken the correct box.”

“Is everyone ready to proceed?”

“22 Through 28”

“Completing these questions is optional. NATE uses this information for statistical purposes.”

“Please keep your answer card front side up until I tell you to turn it over. Has everyone completed filling in the information on the front?”

“Please turn over your answer card.”

“29 & 30-Exam Type and Version Control Block”

“It is VERY IMPORTANT that you put appropriate marks in the boxes for the **Exam Type and Version Control Block** sections” (*on the top of the back side of the Answer Card*). “These marks ensure that your Answer Card corresponds with the particular test you are now taking.”

“Fill in the boxes of Section 29-Exam Type as it appears on the front of your test booklet.”

“Please open your test booklet. In the lower right hand corner of the first page you will see 4 boxes. Please duplicate the filled in boxes in Section 30-Version Control Block on the upper section of your answer card.”

“Your Version Control Block should now resemble the Version Control Box on the front of your test booklet.”

“Please close your test booklet and wait for my instruction to begin.”

“Please note that you must fill in the answer box completely. Do not use check marks.”

“I have calculated the exam session time noting the exams I have given out. The total test session time is **[give the amount of time for the session].**”

Total up the time frame for the test session depending on the exams give out:

If Core Exams only the session will be 1.5 hours,

If Core and Specialty the session will be 4 hours.

If Installation or Service Specialties only the session will be 2.5 hours

If Senior level open resource the session will be 4 hours.

If Licensing open book the session will be 2.5 hours.

If Beta Exams consult the front of the exam through the see through packet for the time.

“I will give you the time remaining at every hour; during the final hour, I will give you the time at 15 minute intervals.”

“Remember, any exam opened in this session **MUST** be sealed by the end of this session, even if you have not finished it before session ends.”

“Does everyone understand this?”

Answer questions, if any.

“At the end of the test session I will ask you to put your pencils down and place your test materials face down on the table in front of you.”

“You will come to the proctor desk and I (and/or my assistant(s)) will examine your answer card and have you place all your materials in the return envelope, seal the envelope, and affix and sign the Final Return Envelope signature sticker.”

**“DO NOT TO SEAL YOUR TEST MATERIALS IN THE RETURN PACKET
UNTIL IT HAS BEEN EXAMINED BY THE PROCTOR.”**

“If you finish early, place your materials face up on the table in front of you and raise your hand and wait for me (or my assistant(s)). I will have you seal your materials after the answer card has been examined. You will then be able to leave the room.”

“Are there any questions? Remember, I cannot answer any questions on any subject once the testing begins.”

Answer questions.

“If there are no more questions, let’s begin. Please open your test booklet and begin.”

“Good luck to each of you!”

Remember to call time once each hour, then in 15 minute increments for the final hour.

➤ **At end of session**

“It is time for us to end the testing session. Please place your pencils down.”

“Place your opened materials face up on the table in front of you. Wait for me (or my assistant(s)) to call you to the proctor desk.”

“Please sign your answer card. Again, it is **VERY IMPORTANT** that you have put appropriate marks in the boxes in the **Exam Type and Version Control Block** section (*upper section on back of Answer Card*). These marks ensure that your Answer Card corresponds with the particular test you have taken. *All materials will go into the return envelope. Do not place your materials in the envelope until after they have been examined by myself (or my assistant(s)).* After all documents have been examined, place them in the Return Envelope and affix the bar coded return label. **You** complete the label and seal the envelope. I will witness your signature on the label, signifying that you have sealed the test yourself.

Thank you for your cooperation. I hope you did well. You should receive your scores a minimum of two weeks **AFTER** the date NATE Testing Service receives the test packet.

You may also access your results on www.natetesting.com by going to the candidate log in page and following the instructions. The results will be available on line a minimum of 7 working days **AFTER** the date NATE Testing Services receives the test packet.