



OO Online Qualification Program Examinees' Company Role and Responsibilities

The integrity of NGA's OO Program is dependent upon company personnel following ALL the requirements stipulated here. Please ensure that ALL protocols are strictly enforced. Any conflicts with these protocols will be resolved by NGA OO Staff on a case-by-case basis. Any amendments or waivers would be applicable only to the affected Examinees' Company.

A. Prerequisite Credential Actions:

- 1. All Proctors, Examinees' Company Site Representative, and NGA authorized OO program Auditors, LDC authorized Auditors, or other NGA authorized individuals will exchange their government issued photo IDs, and any credentials (e.g., ITS ID), with each other for inspection and confirmation of identities.

B. Requests, Accommodations, Equipment, and Space:

- 1. Requests for special NGA-only accommodations must be sent to NGA via OO@northeastgas.org at least ten (10) full business days (i.e., excluding holidays and weekends) before the anticipated test date.
 - a. Examinee accommodations provided by NGA include, but not limited to, language interpreter/translators for Examinees where English is not their first language; and question/answer readers for those who are reading challenged. However, test question content explaining is precluded. NGA reserves the right to provide alternative resources to meet special accommodation challenges.
 - b. Special accommodations must include one NGA Proctor to authorize testing and monitor the accommodated Examinee in a separate room or isolated area.
 - c. Moreover, Examinees that are physically challenged or have injuries that contribute to limited mobility, must be accommodated by the Examinees' Company for test room and workstation access.
- 2. Requests for Proctors must be sent to NGA via OO@northeastgas.org at least five (5) full business days (i.e., excluding holidays and weekends) before the anticipated test date.
- 3. Confirm that Examinees' Company Site Representative is scheduled and, among other responsibilities to handle any test room issues, has readily accessible IT resources that can be provided when a Proctor requests such services.
- 4. For testing conducted at sites not owned or controlled by the Examinees' Company, confirm that a responsible person from the host test site location is available either onsite or remotely to support the Examinees' Company Site Representative in the event of IT or facility issues

B. Requests, Accommodations, Equipment, and Space: (Continued)

- 5. Provide an environment conducive to exam-taking and secured from entrance by no one other than the Examinee, Proctors, Examinees' Company Site Representative, Test Site Host, and NGA or LDC authorized Auditors or other individuals.
- 6. Provide Examinee computer workstations to accommodate a maximum of 15 people for every two (2) Proctors.
- 7. Confirm with the Examinees' Company Site Representative that the computers to be used are not any Examinees personal device, but Company dedicated computers.
- 8. Confirm with the Test Site Host the Examinees' Company Site Representative that software and hardware meets current system requirements as listed by ITS and NGA including the installation of *Respondus LockDown Browser* per ITS installation instructions. (Note: Without this installation, the ITS OnBoard LMS program will not launch.)
- 9. Check that all computers are in proper working order and have the appropriate security features.
- 10. Confirm that pop-up blockers have been turned off on examination machines. Pop-up windows must be enabled for tests to function.
- 11. Confirm room configuration such that all (up to a maximum of 15) Examinee computer monitors are in a Proctor's line-of-site from a single proctoring location within the test room.
 - a. The preferred room configuration is a "U" shaped configuration of test stations with room for the Proctor to observe the test sessions from the center of the "U". An acceptable room configuration is "classroom style" with room for the Proctor to observe the test session from the back of the room. Other room configurations may be acceptable providing the line-of-sight and ratio of Examinees to Proctors is maintained. The NGA Proctor will make the final determination on the room configuration and will determine if the computer monitors are in the Proctor's line-of-sight.
 - b. If this is not achievable, the Examinees' Company Site Representative will be asked to reduce the number of Examinees by dismissing them from testing such that one Proctor has the line-of-sight to all the remaining computer monitors. Alternatively, Examinees' Company may request an additional proctor to monitor a second group of Examinees.
- 12. Confirm that all training references or displays on walls, bulletin boards, or other locations that can be viewed and provide any assist to an Examinee are removed or out of sight.

(Warning: Compliance with the "Requests, Accommodations, Equipment, and Space" section is mandated before proceeding to the next section.)

C. Prerequisite Examinee Agreements and Agreement Sign-in Sheet:

- 1. Each Examinee will be asked to read the NGA OQ Examinee Agreement before they sign the NGA OQ Examinee Agreement Sign-in Sheet. If an Examinee does not wish to sign the NGA OQ Examinee Agreement Sign-in Sheet or disagrees with the agreement, then they will be dismissed by the Examinees' Company Site Representative from staying and taking part in any OQ testing.

(Warning: Compliance with the "Prerequisite Examinee Agreements and Agreement Sign-in Sheet" section is mandated before proceeding to the next section.)

D. Before Testing:

- 1. The Examinees' Company Site Representative will coordinate with the Proctors the need to bring in new Examinees into the test session and plan breaks throughout the test session to accommodate this need, as well as, necessary breaks for all Examinees and Proctors. However, at the NGA Proctor's discretion, and with minimal test room disruption, one or more Examinees can be allowed to enter the test room, before a planned break, only if each Examinee has fulfilled all the following prerequisites:
 - a. The Proctor or his/her designee has issued the Examinee the Examinee Agreement who has read and signed the Examinee Sign-in Sheet in front of the Proctor, and
 - b. The Proctor or his/her designee has handed and read the Examinee the Classroom Instructions and Handout Sheet to the Examinee.
- 2. The Examinees' Company Site Representative will instruct Examinees and Proctors regarding emergency warnings, evacuation exits and external building gathering area(s) according to the host test site information.
- 3. Verify that all Examinees have accounts in the ITS OnBoard LMS program.
- 4. Verify that all Examinees' Company associated Contractor Examinees (e.g., Sub-contractors) are listed as "clients" in the Examinees' Company's ITS OnBoard LMS data base.
- 5. **Verify that all Examinees have a photo in the ITS OnBoard LMS program. This will be required to validate their ID prior to testing.**
- 6. Provide each Examinee with their ITS OnBoard LMS login information (username and password). **Reinforce that Examinee usernames and passwords must be kept confidential.** However, the Examinees' Company can provide assignment test sheets that have the Examinee's user name, password and exam assignments.
- 7. Confirm required OQ task test(s) have been assigned in ITS OnBoard LMS to each Examinee.
- 8. Communicate to each Examinee which tests they are expected to take, such as, providing a test assignment sheet.
- 9. Communicate to and confirm that Examinees will arrive to the OQ test room with a valid government issued photo ID or they will not be allowed to enter the test room to take any OQ test.
- 10. Communicate to Examinees they are not allowed to bring any items such as writing utensils, paper, notebooks, or reference materials into the test classroom.
 - a. However, the Examinees' Company will provide #2 pencils and note paper for the Proctor to handout according to conditions specified in the **Classroom Instruction and Handout Sheet** provided to all Examinees.
- 11. Communicate to Examinees that cell phones, iPods, pagers, tablets, watches or other personal electronic devices should not be brought into the testing area. Some test locations have onsite storage for personal electronic devices but it is strongly recommended to safely store devices before entering the test room.
- 12. Communicate to the Examinee(s) that the expected behavior will be addressed when the Proctor or his/her designee distributes and reads the **Classroom Instructions and Handout Sheet**.

(Warning: Compliance with the "Before Testing" section is mandated before proceeding to the next section.)

E. During Testing:

- 1. The Examinees' Company is solely responsible to provide safety and security for all participants (e.g., Proctors, Examinees, Examinees' Company Site Representative, NGA Auditors) associated with the OQ testing process and location.
- 2. The Examinees' Company Site Representative should be familiar with the Examinees' ITS OnBoard LMS test assignments and who is available to assist the Proctor with resolving Examinee computer, internet, Ethernet, and Wi-Fi connectivity issues that may arise during the testing period.
- 3. Except for Proctors, NGA authorized Auditors and other NGA authorized individuals, **no one** other than Examinees are present during the OQ testing session unless the Proctor has allowed the Examinees' Company Site Representative to address IT issues such as a computer monitor freeze, ITS login issues, etc.

(Warning: Compliance with the "During Testing" section is mandated before proceeding to the next section.)

F. Following Testing:

- 1. The **Examinees' Company Site Representative will printout for and/or send to the NGA Proctor an email with the OnBoard ITS Evaluation Report attached** for the test session. It will be used to verify that the tests taken match the names on the Examinees Agreement Sign-in Sheet.
- 2. The **Examinees' Company Site Representative will sign the Examinee Agreement Sign-In Sheet confirming that the Proctor received the ITS Evaluation Report.**
- 3. The **Examinees' Company Site Representative will make a copy of the Examinee Agreement Attendee Sign-in Sheet(s) to keep for his/her company's records.**
- 4. The **Examinees' Company Site Representative will give any paper found in the test room** that was used either as an Examinee reference (e.g., test assignment sheet with user name and password and exam assignments) or paper issued and used by an Examinee to write and/or compute answers - **to the NGA Proctor.** The NGA Proctor will redact (e.g., blacken-out), in some way, any Examinee's login information before removing from the test room or shredding at the host test site.