



SMRPCO CMRT Proctor Acquisition & Maintenance Procedures

1. Purpose

- 1.1. The Society for Maintenance & Reliability Professionals Certifying Organization (SMRPCO) utilizes volunteer proctors as one way to administer the Certified Maintenance & Reliability Technician (CMRT) exam. Maintaining the integrity of the CMRT exam and the examination process is essential. SMRPCO approves proctors based on their ability to maintain the security and integrity of the CMRT exam.

2. Scope

- 2.1. This instruction is intended for individuals engaged in CMRT exam administration as a volunteer proctor for SMRPCO. Awarding the CMRT credential depends upon the CMRT exam being completed by the candidate following established procedures and with no assistance by external parties. All parties involved in the examination process must ensure that integrity and security are maintained.

3. Responsibilities

- 3.1. Volunteer proctors are approved by SMRPCO and deliver the CMRT exam in accordance with the procedures below.

4. Procedures

4.1. Proctor Qualifications

- 4.1.1. To be approved as a proctor, an individual must ensure impartiality and verify no conflicts of interest, whether actual or perceived, exist.
- 4.1.2. The following persons may serve as CMRT proctors as long as they do not fall under the categories listed in 4.1.3:
 - An SMRP/SMRPCO staff member
 - A faculty member or administrator of an accredited university, college or technical school
 - A CMRT-certified individual
 - A non-CMRT-certified SMRP member who agrees to waive eligibility to take the CMRT exam for a period of five (5) years from the last date of proctoring a CMRT exam
 - An employee or member of an SMRP partner organization

4.1.3. The following persons may **NOT** serve as proctors:

- A relative of the candidate taking the exam
- A fiancé or friend of the candidate taking the exam
- Anyone approved as a candidate to take the exam being proctored
- A direct or indirect work supervisor of the candidate taking the exam

4.2. Volunteer Proctor Approval Process

4.2.1. To apply to be a CMRT proctor with SMRPCO, the applicant must:

- Complete the SMRPCO CMRT Proctor Application
- Complete a required webinar training, which will describe:
 - Security and integrity requirements
 - Technology requirements and instruction for online testing
 - Registration requirements for candidates
 - Candidate identity verification requirements
 - CMRT exam instructions
 - Rules for breaks (if permitted)
 - Time limit for examinees
 - Administrative responsibilities
- Indicate their understanding of and agreement to SMRPCO policies and procedures by signing the SMRPCO CMRT Volunteer Proctor Agreement
- Submit the SMRPCO CMRT Volunteer Proctor Agreement to SMRPCO staff

4.2.2. SMRPCO reserves the right to reject any proctor and/or revoke proctor privileges.

4.3. Proctor Responsibilities

4.3.1. Proctors must ensure the examination process is secure and conducted in a fair and honest manner. For all examinations, the proctor must ensure that:

- All candidates provide accurate identification in accordance with exam procedures prior to the examination
- The candidate does not use books, notes or other unauthorized materials during the exam unless specifically authorized by SMRPCO prior to the exam
- No coaching or other assistance is given to candidates

4.3.2. Proctors are responsible for managing the integrity of the CMRT examination and must ensure the following activities:

- The CMRT exam must be administered in a suitable and uninterrupted testing environment.
 - Only the proctor(s) and the examinees may have access to the exam room. No other activities or persons may enter the room during the examination.
 - There must be one proctor for every 15 examinees.
 - Examinee(s) must be monitored and have appropriate spacing to eliminate opportunity for cheating. Candidates must sit at least four (4) feet apart if there are no partitions between the workstations. If partitions are used, workstations should be separated by a two (2) inch to three (3) inch wide wall that is at least 48 inches deep.
 - Candidates are not permitted to bring personal items, unless authorized by SMRPCO, into the exam room.
 - Before an event is scheduled and takes place, the proctor must run a speed and connection test to ensure the exam may be delivered at the selected testing venue.
 - Proctors must ensure the test taker event code provided by SMRPCO staff remains confidential until all candidates are ready to begin the test, at which point the proctor will unlock the test for the group at one time.
 - Proctors must follow instructions for Pearson VUE client proctored test delivery, as trained by SMRPCO staff.
 - CMRT exam security must be maintained before, during and after the examination.
 - Any candidate caught cheating or colluding will have the examination immediately terminated.
 - Any exam where suspected cheating occurs must be immediately reported to SMRPCO.
 - The proctor must provide appropriate accommodation, if required and authorized by SMRPCO, due to disability.
 - Where courses of instruction are offered to examinees by the proctor's employer, rates for those courses must be separate from the CMRT examination fee. Further, candidates must not be obligated to purchase instruction or study materials of any kind in order to schedule the CMRT exam.
 - A proctor must not administer an examination to a member of their immediate or extended family, an employee that they supervise directly or indirectly, or a person with whom they have an intimate relationship. (An intimate relationship could be on in which the parties are dating but not married, for example.)

- When advertising proctoring services, the proctor must identify themselves as a SMRPCO-approved CMRT exam proctor.

4.4. Performance, Monitoring, Evaluation and Adjustment

- 4.4.1. SMRPCO may inspect or audit a SMRPCO-approved exam proctor's exam session without notice.
- 4.4.2. Inspections may include, but are not limited to, phone calls to candidates or review of submitted test documents and paperwork.
- 4.4.3. SMRPCO will analyze candidate examination data in aggregate annually and by proctors biennially (at minimum) to monitor for trends, including evidence of cheating.
- 4.4.4. SMRPCO may revoke proctor status or require an individual to retrain if a proctor has not administered a CMRP exam in over a year.

4.5. Termination of Proctor

- 4.5.1. The agreement to proctor the CMRT exam may be withdrawn by SMRPCO at any time for cause. Such cause can include but not be limited to:
 - Making a materially false statement or if he/she has deliberately failed to disclose a material fact requested in connection with, his/her application to be a proctor
 - Misconduct such as dishonestly, fraud, deceit, misrepresentation, sabotage, espionage, or disclosure of any restricted information in conjunction with the proctoring process
 - Reviewing, recording, copying or sharing examination content
 - Allowing unauthorized access to the examination by others not SMRPCO-approved as exam proctors or as current candidates
 - Engaging in any other conduct that adversely reflects on his/her fitness to uphold the integrity of the SMRPCO examination process
 - Failure to maintain an impartial relationship with the examinee, as described in this document