

CERTIFICATION AND LICENSING  
STANDARD OPERATING PROCEDURE

---

Competency Certification Protocol and Pesticide Examination Procedures

**PRE-EXAM AND EXAMINATION DAY**

- I. Present personnel: At least two ISDA personnel must be present to administer exam if more than 30 people have registered for the exam.
  
- II. **CHECKLIST OF ITEMS TO BRING TO THE EXAM:**
  - ┆ Examinations: There must be enough for each category of exam. Exam proctors must bring at least one complete exam set with them to the scheduled exam session. Arrangements must be made with another investigator or the Boise office if the need for additional exams in a given category is anticipated. **DO NOT PHOTOCOPY EXAM BOOKS.**
  - ┆ An adequate supply of Answer Sheets; separate answer sheets are needed for every exam taken;
  - ┆ Calculators (minimum of 10)
  - ┆ #2 Lead Pencils;
  - ┆ Adequate supply of Exam inventory sheets;
  - ┆ Orange and yellow ISDA scratch paper
  - ┆ Computer
  - ┆ Internet Access, if applicable.
  
- III. **PRE-EXAM**
  - a. **Check-In**
    - ┆ Log into licensing data-base and access exam roster for your exam session
    - ┆ Have test takers check-in with the proctors and present a valid, government issued photo ID.
    - ┆ Prior to issuing exam to customer, exam proctor must notate exam book serial number and exam category on the back of answer sheet.
      - ┆ This can occur day before during exam prep, or at testing site as exam is being delivered to customer
    - ┆ Once exam issued to customer, mark the “Out” box for that exam/customer
      - ┆ *if multiple exams are being taken by a single customer, each exam must be checked-in/checked-out as they are taken and returned; this must be done in real-time during exam session.*

b. **Introductions:**

- ┆ Introduce yourself and other ISDA personnel assisting with the examination;
- ┆ Identify the location of restrooms;
- ┆ Discuss the difference between initial exams and recertification exams; *(if a tester has ever been licensed said category, he or she must have a recertification exam.)* If you need to take a recertification exam, please let ISDA know because recertification exams are different from initial exams, and it will be exchanged.
  - ┆ *You may only exchange initial/recert exams for exam in same category. You may not change category of customer registration. Contact the Licensing Office for questions.*
- ┆ BOISE SPECIFIC: if the exam is being given at the Boise ISDA headquarters, please explain that examinees must sign in at the front desk and that examinees need to park in the Idaho Botanical Garden parking lot.

c. **Policies:**

- ┆ Employees of the same company must sit separately from each other;
- ┆ Examination books may not be removed from the examination room by anyone taking the exam;
- ┆ Exam takers must leave the room when they have completed the exam.
- ┆ It is advisable to place all testing materials inside of the exam and close the exam book prior to leaving the room if you must use the restroom.
- ┆ In order to pass the exam, you must achieve a 70% or better. Remember that even if you pass the examination, a license will not be issued until all other licensing criteria is met.
- ┆ Passing exam scores are valid for one (1) year from testing date.
- ┆ Exam takers must wait 7 days before retesting in the same exam endorsement.
- ┆ Purses and backpacks must be placed underneath the examinee's desk or table or left in a vehicle. ***\*\*ISDA is not responsible for loss or damage to personal items, including purses, backpacks, or electronic devices.\*\****

- ┌ ISDA has a zero policy for cheating, meaning your examination will be canceled. Cheating is defined as, but not limited to:
  - ┌ *Copying answers from another test takers answer sheet; supplying answers to another test taker during exam use of notes; pictures, or audio recordings during exam; use of any device that provides information during exam, etc.*
  
- ┌ Permitted Devices Policy: The only devices permitted in the examination room are basic calculators and digital and analog watches. (Stored data calculators are not allowed.)
  
- ┌ Prohibited Devices.
  - The following devices are prohibited:
    - Smartwatches;
    - Cell phones and smartphones;
    - Audio players, recorders, laptops, tablets, electronic reading devices, or any other personal computing devices;
    - Cameras, video cameras, or other photographic or video equipment;
    - Any device capable of recording, transmitting, receiving, playing audio, photograph, text, or video content.

d. **Cellphone Policy:**

No cell phones are allowed inside the testing facility. To ensure no one gets an unfair advantage on test day, ISDA prohibits all cellphones and electronic devices and recommends devices be left in your vehicle or home. You may not use or access your device until your exam is returned and you have exited the testing facility.

If your device makes noise or you are seen using it at any time before testing is complete, including during restroom breaks, it is grounds for immediate dismissal and test cancellation. Further consequences may be determined on a case-by-case basis depending on the nature of device possession.

e. **Final Remarks:**

- ☒ Ensure you have received the correct exam for your chosen license. If you are taking multiple exams, you will receive one exam at a time.
  
- ┌ Before returning exams, make sure the identifying information is properly completed, and the answer boxes are properly filled in. If you have made the mistake of marking in an examination book, please erase those marks.

**DURING THE EXAM PERIOD:**

- I. Answer Sheet Instructions:
  - ┆ Please print name in the space provided and fill in the appropriate bubbles, make sure there is space between first and last name.
  - ┆ The last four (4) of examinee's social security number or full applicator number should be entered in the block labeled "ID NUMBER" (no blank spaces for "dashes") and the appropriate bubble should be filled in below each number.
  - ┆ Enter the three-digit exam number in the top row of the block labeled "Subj Score." The exam number is found on the front of each exam below the exam title.
- II. Other Considerations:
  - ┆ Observe the participants; if you witness anything that appears to be a safety concern, looks suspicious, or concerns you in another way, contact your supervisor.

**AFTER EXAMINATION AND CHECKOUT**

- ┆ As exams are returned, the online Roll Call must be marked as "IN" matching the appropriate exam to the examinee. *\*\*this must be done onsite, and in real-time to ensure exam inventory accuracy and customer information accuracy.\*\**
- ┆ After all the exams have been marked as "IN" using the online exam Roll Call, the exam session must be submitted by clicking the "Submit Session" button at the lower right-hand location of the Roll Call page. This must be completed prior to leaving the exam location, unless pre-arranged with the Licensing staff or supervisor.
- ┆ Arrange the exam answer sheets according to test category, in ascending numerical order (i.e. 011 on top ascending to 611 on bottom) and send them to the Boise office no later than the close of business of the exam day.
  - *\*\*if alternate arrangements are needed, this must be approved by the Boise Licensing Office in advance\*\**

- ┌ Please keep exam answer sheet, scratch paper and exam booklet separate from each other.
- ┌ Inventory all exam books at the end of each exam session prior to leaving the exam location. Sign and date the inventory sheet.
- ┌ Record any errors in exam questions or answers that are brought to your attention. Forward the exam error information to the C & T Program Specialist and the Licensing Specialist for correction and notification of staff on how to address the error at future exam sessions.
- ┌ Gather all scratch paper from the participants prior to them leaving the testing area.
- ┌ Examine the scratch paper of participants to ensure questions/answers were not copied by a test taker during the exams. Please advise the Boise Licensing office of any issues.

#### **QUALITY ASSURANCE**

- ┌ Exam proctors will be trained on the Certification Protocol and Pesticide Examination Procedures.
- ┌ Exam proctors will have scheduled audits to ensure the efficacy of exam procedures.

#### **EXAM GRADING:**

- ┌ Exams are to be graded within 48 hrs. upon receiving exams.
- ┌ Exams scores are to be filed in the Common Drive.
  - Common (M:) Drive > Ag Resources > Exam Scores.
- ┌ Exam score notifications are to be completed within 48 hrs. of exams graded.

