Microsoft Office
Specialist Testing Guidelines

Spokane County Library District (SCLD) is proud to be a Certiport Authorized Test Center (CATC) for the Microsoft Office Specialist (MOS) test, as part of the Washington State Library (WSL) Microsoft IT Academy program.

Article 1: Exam Fees

For Washington state residents with a Spokane County Library District card, the first exam and one re-test is free with a certificate of completion of an Office 2010 or 2013 course from WSL Microsoft IT Academy. Any subsequent exams will cost $50. Those without a course completion certificate will be charged $50, which includes one re-test. Test vouchers must be obtained through SCLD. No proctoring fees will be charged. **Payments accepted in cash or check.**

Article 2: Candidate Guidelines

Test Candidates, Proctors, and Administrators must adhere and/or enforce all of the following policies when taking or administering an exam at a Certiport Authorized Testing Center.

- Tests must be scheduled and confirmed at least seven (7) days before the proposed test date. Scheduling a test by phone (509-893-8400) or by emailing nsstaff@scld.org.
- Upon arrival at the testing center, Test Candidates must present their personal identification, bearing a photograph and signature.
- Test Candidates may not take recording devices such as paper/pencil, cameras, PDAs, computers, or communication devices such as cell phones, or pagers into the testing area.
- Test Candidates must not communicate with other Test Candidates either in the testing room, or in any other area of the testing facility during authorized testing breaks.
- Test Candidates must read and accept the terms of the *Non-Disclosure Agreement* presented prior to the start of the exam.
- Test Candidates must not remove exam content from the testing area, and must not reproduce exam content outside of the testing area.
- Test Candidates must abide by the terms of the *Retake Policy*.
- Test Candidates found to have violated testing center rules may lose any existing certifications and may be made permanently ineligible for additional certifications.

Please Note: In certain circumstances, the computer on which a Test Candidate is taking the exam may stop responding, or produce an error condition in which continuation of the exam would not be possible. If a Test Candidate experiences this or any other computer interruption, they must notify the Certiport Authorized Testing Center (CATC) Administrator and/or Proctor immediately to restart the exam. When the computer is restarted and/or the error condition resolved, the Proctor will launch the software again and the Test Candidate will choose the "In-Progress" exam, which will return them to the point at which the interruption occurred. The software will retain the exam progress and time remaining up to the point of termination, as long as the exam is resumed on the same computer in which it was started.

Article 3: Non-Disclosure Agreement And General Terms Of Use For Certification Exams

The content of Certiport examinations is confidential and is protected by trade secret law and other applicable law. It is made available to you, the Examinee, solely for the purpose of skill measurement with regard to the examination(s) taken. Examinee is expressly prohibited from disclosing, publishing, reproducing, summarizing, paraphrasing, or transmitting these examinations, in whole or in part, in any form or by any means, verbal or written, electronic or mechanical, for any purpose, without the prior express written permission of Certiport, Inc.

Privacy Policy: Certiport collects personally identifiable information when you register for an examination. Please refer to our policy to learn more about the privacy of this information and to specify how your information may be used by Certiport and its partners.

This agreement shall be construed and controlled by the laws of the State of Utah (where Certiport is located), and Examinee further consents to jurisdiction by the state and federal courts sitting in the State of Utah.

Article 4: Microsoft Office Specialist (Mos) Exam Retake Guidelines

- If a candidate does not achieve a passing score on an exam the first time, the candidate must wait 24 hours before retaking the exam.
- If a candidate does not achieve a passing score the second time, the candidate must wait 2 days (48 hours) before retaking the exam a third time.
- A two-day waiting period will be imposed for each subsequent exam retake.
- There is no annual limit on the number of attempts on the same exam.
- If a candidate achieves a passing score on an MOS exam, the candidate may take it again.

For additional information regarding this policy and requests for accommodations, please contact Certiport Customer Services – customerservices@certiport.com

Microsoft Office Specialist Testing Procedures

Procedure 1: Physical Testing Environment

1. Ensure the testing area is a professional environment where Test Candidates may take the exam without interruptions.
2. Ensure that each test is actively proctored with an unobstructed view of each Test Candidate in the testing area. The proctor is to be located in the same room with the Test Candidate.
3. If partitions are not available for the testing stations, ensure that Test Candidates are seated far enough apart to minimize distractions and prevent cheating. The recommended distance is four feet.
4. While testing is in progress, use of equipment such as printers, fax machines, copiers, telephones, or other electronic devices is not permitted in the testing environment.

Procedure 2: Candidate Check-In And Exam Procedures

1. The CATC is required to maintain a log showing when the Test Candidate signs in and out.
2. The CATC is responsible for verifying the Test Candidate's identity with at least one form of valid identification (containing both a photograph and the Test Candidate's signature).
3. The CATC/Proctor must not allow recording or electronic devices in the testing area. Such devices include: paper, pens, pencils, cameras, computers, or cell phones. Additional Test Candidate property, such as books or bags, should be stored outside the testing environment or inaccessible during the exam.
4. The CATC/Proctor may permit a Test Candidate to take a break during testing if requested, but must inform the Test Candidate that the testing clock cannot be stopped during the break. Test Candidates must not be permitted to conduct activities during a break that may compromise exam security - including use of a telephone and/or communicating with other Test Candidates. Candidates must sign out and back in for each break.
5. The Proctor must confirm that the Test Candidate's ID matches the Certiport account information on the Proctor Validation Screen prior to launching the exam.
6. Proctors may answer questions regarding the functionality of the exam software, but may not answer questions or provide instructions related to exam content.

Procedure 3: Public Testing Centers

1. Accurate scheduling information must be included on the CATC locator, and should be updated as needed.
2. Personnel responding to exam scheduling requests must be thoroughly trained on Certiport product offerings and procedures. **Please Note:** If you choose to offer online exams the CATC locator will display your center as offering ALL online exams.
3. The CATC Logo must be posted in a location that is visible to Test Candidates prior to entering the facility.
4. The CATC should greet the Test Candidates in a professional manner and provide testing policies and procedures prior to the beginning of the exam.

Procedure 4: Accommodation Of Disabilities

As a worldwide provider of certification exams, Certiport is committed to ensuring that those persons with the desire to certify their proficiency in the use of computers should have the opportunity to do so. Certiport, accordingly, embraces the Americans with Disabilities Act (ADA) as well as other global accommodations for disabilities designed to advance those goals. See

www.certiport.com/PORTAL/desktopdefault.aspx?page=common/pagelibrary/Disabilities.htm for details.