<div align="center">**Appendix T**</div>

<div align="center">**Microsoft Office Specialist Testing Policy**</div>

The Colfax branch of Whitman County Rural Library (WCL) 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 Whitman County Library District residents with a library card, the first exam and one re-test is free with a certificate of completion of an advanced Office 2010 or 2013 course from WSL Microsoft IT Academy. Subsequent exams, and for any non-resident candidates, will be $50. Test vouchers must be obtained through WCL. No proctoring fees will be charged. **Payments accepted in cash or check only.**

Article 2: Candidate Policies

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:

1. Tests must be scheduled and confirmed at least ten (10) days before the proposed test date. Scheduling can be made by phone (509-397-4366) Monday – Friday 10 am to 4 pm. Test must be started and completed by: Monday – Wednesday 10 am to 5 pm and Friday 10 am to 4 pm.

2. Upon arrival at the testing center, Test Candidates must present their personal identification bearing a photograph and signature.

3. 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.

4. 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.

5. Test Candidates must read and accept the terms of the **_Non-Disclosure Agreement_** presented prior to the start of the exam.

6. Test Candidates must not remove exam content from the testing area, and must not reproduce exam content outside of the testing area.

7. Test Candidates must abide by the terms of the **_Retake Policy_**.

8. 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: 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.

Article 4: 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.

Article 5: 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 me 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.

Article 6: 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.

Proposed: September 23, 2014

Effective: February 13, 2020face