

**CETP Online and Paper-and-Pencil Testing
FAQs for Proctors
06/30/06**

Beginning January 1, 2006, online testing will be offered for all CETP certification areas through Castle Worldwide (Morrisville, NC) and NPGA. Industrial Training Services, or ITS (Murray, Kentucky) will continue to serve as NPGA's designated paper-and-pencil testing agency. The complete CETP candidate, stakeholder (company) and proctor data base will be housed at Castle. Candidate testing and skills assessment data will be transferred regularly into the Castle database.

The following FAQs are designed to provide proctors with answers to general questions that may be asked. Any questions not covered here can be addressed to NPGA at 202-466-7200.

1. *What are the requirements for CETP test proctors?*

Answer: CETP test proctors will be required to complete a brief proctor training program and pass a proctor test prior to receiving an ID and password. After completing the test, you will be given a proctor *ID number* and proctor *password*. Both the ID number and password are used in online testing; the ID number will replace your proctor number on the paper-and-pencil Scantron® forms completed by candidates. In other words, it will be required to order paper tests from ITS. **Do not** use or share either your ID number or password!

2. *How can I access the NPGA/Castle online testing system to complete the proctor training program and take the proctor test?*

Answer: Any one of the following web addresses will work:

- Through the NPGA web site (www.npga.org), in the "safety & training" area, under Certified Employee Training Program;
- <http://castleworldwide.com/npga/index.asp>
- <http://www.cetpcertification.org>.

3. *I tried to login to the NPGA/Castle online proctor training and testing system and am receiving error messages; what should I do?*

Answer: On the Welcome Page, click on and review the "System Requirements". Also, please make sure your web browser options are not set to block pop-up windows.

4. *What about existing proctor registration numbers assigned by ITS?*

Answer: As of January 1, 2006, proctor numbers previously assigned by ITS will no longer be valid. You will need to supply your NPGA-issued proctor ID to order or proctor a paper-and-pencil test or administer an online CETP test.

5. *I have been proctoring CETP tests for years; why do I now have to train and test?*

Answer: In the process of developing the online testing platform, it was the consensus of the ETS Committee that it would benefit ALL proctors, not just those administering online tests, to be exposed to the training material developed by Castle Worldwide and NPGA. This training will enhance the testing environment for the candidates, provide greater defensibility of the testing process and assure consistent administration of CETP exams, whether online or paper-and-pencil.

6. *What does the proctor training involve? How long will the training and testing take?*

Answer: The proctor training program is composed of a series of short training modules; each module is between 3 and 6 minutes in duration. The follow-up exam is composed of 30 short multiple-choice questions. In total, it should take less than 2 hours to complete the proctor training and testing.

- Proctor Overview
- Practices & Guidelines of a Proctor
- Navigating the Candidate Home Page
- Assisting Candidates in Taking the Exam
- PASS Demo
- Paper and Pencil Test Administration
- Proctor Training Test

7. *What is the passing score for the proctor training test?*

Answer: 85% is required to pass the proctor training test.

8. *Is there a cost for the proctor training and testing? What if I fail the test—is there an additional fee to re-take it?*

Answer: The proctor training and testing has a one-time fee of \$20. This fee can be paid either by credit card or by using a “voucher” that was purchased by an employer or other stakeholder. You may re-take the test an unlimited number of times at no additional cost. (Note: *Once you purchase a test, you have 90 days to complete the training and testing. After that time, the test will “expire” and you will need to purchase a new one.*)

9. *How long is a proctor ID number valid?*

Answer: For an unlimited time period, unless revoked by NPGA. However, proctor passwords are valid for one calendar year and must be renewed annually. There is no charge to renew, but this must be done each year and a new password will be supplied. This assures that proctor security and integrity are maintained.

10. *What is done with the information I provide when registering for the proctor training and testing?*

Answer: Statistical information is made available to NPGA and to stakeholders (companies) wishing to find a proctor or view the number of exams and pass/fail percentages for a particular proctor.

11. *What if I move or change companies?*

Answer: You may use your proctor ID and password to change any of your demographic information, at your convenience. Your proctor ID and password remains yours.

12. *Are CETP candidate exams timed?*

Answer: Yes, all exams have a time limit, which is indicated on the first page of the exam. Depending on the number of test items on the exam, the duration will be from slightly over 2 hours to 4 hours in length.

13. *What if I am proctoring an exam and there is a power failure or other type of technological emergency during the exam?*

Answer: The proctor training addresses these and other similar situations; a Castle technical support number is provided for proctor use.

14. *Is any type of “E-Learning” or “Computer Based Training” available for the CETP material?*

Answer: Four areas of CETP, listed below, are currently in production by the Propane Education & Research Council (PERC) for release in an e-learning format. Contact them at www.propanecouncil.org for additional information.

- 1.0 Basic Principles & Practices (expected availability 7/06)
- 2.1 Delivery Basics (expected availability 12/06)
- 2.2 Operating a Bobtail to Deliver Propane (expected availability 12/06)
- 2.4 Operating a Cylinder Delivery Vehicle to Deliver Propane (expected availability 12/06).

15. *Where do candidates obtain training material to study for the CETP certification exams?*

Answer: The Propane Education & Research Council (PERC) distributes CETP materials through the Resource Catalog; in addition, many state associations offer CETP training courses. Contact either your state propane gas association or www.propanecatalog.com for additional information on ordering materials.