

PCI Personnel Certification

Level I | Level II | Level III | GFRC | CFA | CCA
Proctor Instructions



NOTE: Proctors are required to read these instructions in their entirety.

PCI Level I, Level II, Level III, GFRC, CFA, and CCA exams are administered online by an in-person proctor and the results are immediately available upon completion of the exam.

Contact PCI's Certification department with any questions at 312-786-0300 or QualityPrograms@pci.org.

PROCTOR RESPONSIBILITIES

The following outlines your responsibilities during the proctoring of a PCI certification exam.

1. Before beginning the exam session, please confirm the identity of each examinee. Each examinee has been instructed to have a photo ID available for you to confirm their identity.
2. Please arrange seating such that the temptation to “share” is minimized.
3. Each candidate must have access to a desktop computer or laptop with internet access. Microsoft Edge or Google Chrome web browser must be installed to run the online exam application.
4. Each candidate will have a unique exam invitation code, which you will provide them at the start of the exam.
 - a. The proper exam invitation code will be emailed to you by PCI staff prior to the exam date.
 - b. Be sure to validate that each candidate is given the proper code for their specific exam.
5. Absolutely no talking is allowed during the exam.
6. For examinees who have prepared, the questions on the exam(s) should be clear. If examinees ask the proctor questions regarding the exam, the proctor should answer “Select the best answer.”
7. Please control and guard the online exam to prevent reproduction or copying in any form.
8. The exam involves calculations and the proctor shall provide several sheets of blank paper for the examinee to use. The proctor must collect these and destroy them at the conclusion of the exam.
9. Immediately report any examination administration misconduct or serious incident to PCI.
10. Immediately report any issues or problems identified during the examination to PCI.
11. Immediately forward any questions or comments from the examinee that you cannot answer to PCI for resolution.

PROCTORING MULTIPLE EXAMS FOR A SINGLE EXAMINEE

1. If you have an examinee who intends to sit for more than one exam, you must receive confirmation of a passing score on the lower-level exam before administering any higher-level exam. For instance, if an examinee is prepared to take the Level I exam and a Level II exam, the examinee must receive an online exam score report indicating a passing score for the Level I exam before you administer the Level II exam.
2. If the examinee does not achieve a passing score on the first exam, you must end the proctored exam session. The examinee should be instructed to contact PCI regarding retaking the exam and a disposition of the credit for the unused exam.

CALCULATOR RULES

1. Examinees may only use nonprogrammable calculators.
2. Use of programmable calculators is prohibited; such calculators shall be confiscated by the proctor for the duration of the examination.
3. Cell phones, including electronic devices and “smart” devices, such as iPads and tablets, are not to be used as calculators, and these devices should not be in sight during the exam. Cell phones are to be in airplane mode or turned off during the exam to limit disruptions to the examinees during the exam.
4. Examinees may not share their calculators with each other.

GENERAL EXAM PROCTOR INFORMATION

THE FOLLOWING INSTRUCTIONS ARE LISTED IN THE ONLINE INSTRUCTIONS FOR EACH EXAMINEE AT THE BEGINNING OF THE EXAM. THEY ARE ALSO LISTED HERE FOR YOUR REFERENCE, TO HELP ANSWER ANY POTENTIAL QUESTIONS.

1. Do not take excessive time with any one question. If you have trouble, proceed to the next question, then come back to the unanswered question as time permits.
2. Be sure to answer all questions, even if you must guess the answer.
3. Any questions not answered will be marked as being incorrect.
4. For each question, choose the best choice from the list of possible answers provided.
5. There is only one acceptable answer for each question.
6. The answer may be “all of the above” or “none of the above,” so read each question carefully.
7. Check all answers as time permits. Once you complete the last exam question, the system will show you a summary of all questions answered, and you can select a particular question for review and have the ability to modify your answer.
8. You may go back and change answers before submitting your exam. **Once you click the “submit” button, your answers will be final.**
9. Ask the proctor for assistance if you have any questions on the testing procedure.
10. Once you submit, your score will be immediately provided and a summary of your score by topic will be available for your review. Further instructions will also be provided at this time to notify you of the next steps toward achieving certification.

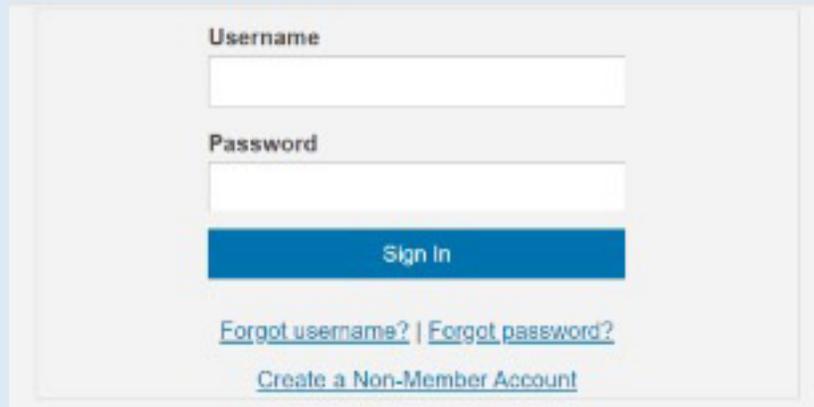
EXAM CHARACTERISTICS

1. All exams are multiple-choice, closed-book exams.
2. Other than the scratch paper provided by the proctor and a calculator meeting the rules outlined above, no aids are allowed.
3. The following are the durations of the exams:
 - a. Level I: 40 questions; 1 hour
 - b. Level II: 60 questions; 2 hours
 - c. Level III: 65 questions; 2 hours
 - d. GFRC: 50 questions; 1 hour
 - e. CFA: 100 questions; 90 minutes
 - f. CCA: 33 questions; 1 hour
4. The online system will manage these times and end the exam automatically.

HOW TO START AN EXAM USING THE ONLINE SYSTEM

ONCE THE EXAMINEES ARE CHECKED IN, THEIR IDENTITIES ARE VALIDATED, SEATS ARE ARRANGED PROPERLY, AND ALL LAPTOPS/COMPUTERS ARE CONNECTED TO THE INTERNET, PLEASE PROCEED AS FOLLOWS:

1. Prior to the exam day, the examinee must confirm they have a PCI Account and can log into the PCI website.
2. Before beginning the online exam, ask the examinee to sign into the PCI website at <https://www.pci.org/cms>.



Username

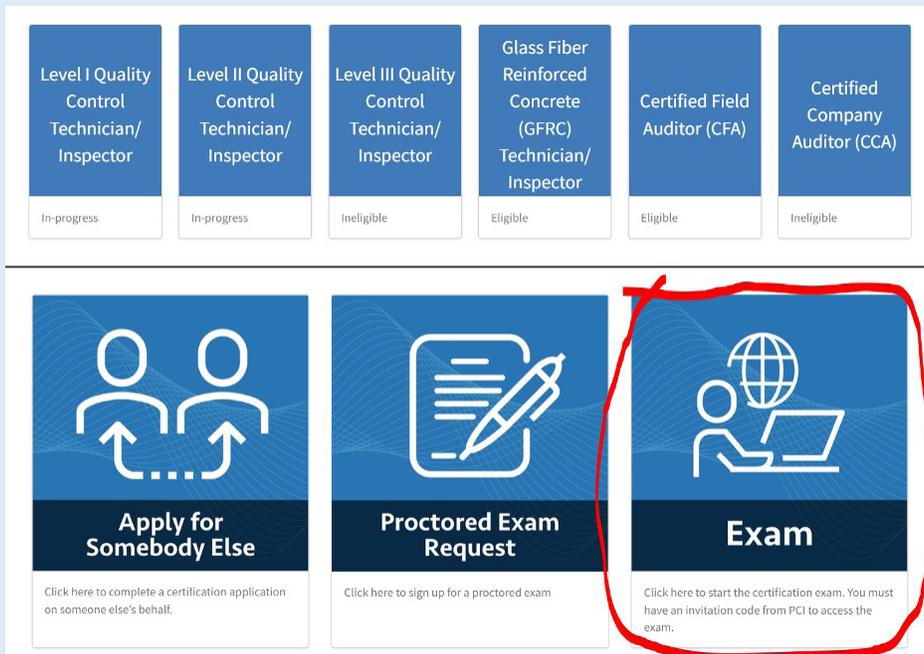
Password

[Sign In](#)

[Forgot username?](#) | [Forgot password?](#)

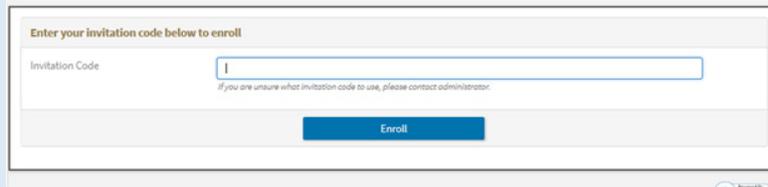
[Create a Non-Member Account](#)

3. Once logged into the PCI Certification Management System, the examinee clicks the Exam tile to navigate to the proctored online exam.

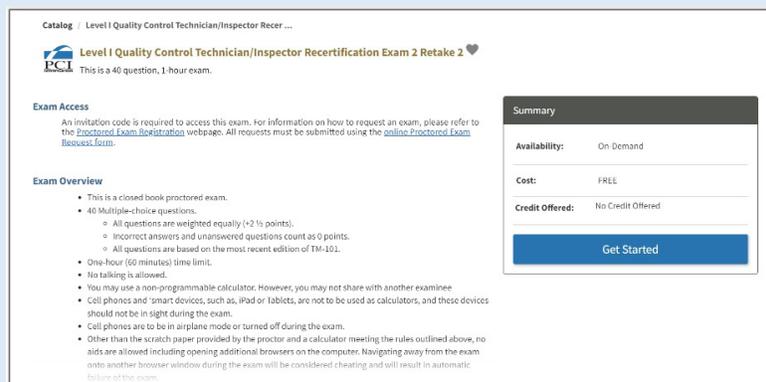


Level I Quality Control Technician/Inspector In-progress	Level II Quality Control Technician/Inspector In-progress	Level III Quality Control Technician/Inspector Ineligible	Glass Fiber Reinforced Concrete (GFRC) Technician/Inspector Eligible	Certified Field Auditor (CFA) Eligible	Certified Company Auditor (CCA) Ineligible
 Apply for Somebody Else Click here to complete a certification application on someone else's behalf.	 Proctored Exam Request Click here to sign up for a proctored exam	 Exam Click here to start the certification exam. You must have an invitation code from PCI to access the exam.			

4. Provide the unique invitation code to the examinee, who must enter the code in the **Invitation Code** field and click the **"Enroll"** button.



5. You must provide the assigned codes to each person. Please be sure not to share exam codes with anyone other than the examinees.
6. After the code is entered, the browser will load to the specific exam's overview page.
7. Once each examinee has successfully accessed their exam, ask them to carefully read the instructions provided, **but to not start the exam until instructed to do so**.
8. After each examinee has read the instructions, tell the examinees to start the exam by clicking the **"Get Started"** button. The exam will end automatically once the time limit has been reached. See the **Exam Characteristics** section on page 3.



9. After the examinee completes the exam, tell them to click on the **"submit"** button.
10. Once the examinee submits the exam, the score will be immediately provided and a summary of the score by topic will be available for review. Further instructions will also be provided at that time to notify the examinee of the next steps toward achieving certification.
11. The examinees are free to go once they log out of the system.
12. If they have any questions, please have them contact the PCI Certification department at QualityPrograms@pci.org or call 312-786-0300.

POTENTIAL EXAM ISSUES

1. If the administration of the exam is interrupted due to circumstances beyond the examinee's control, such as loss of internet connectivity or power outage. Please record the details of the issue and contact PCI immediately.
2. Examiners and proctors must report any examination administration misconduct or serious incident to PCI immediately. Misconduct may include:
 - incidents observed during the assessment;
 - examinees giving or receiving unauthorized information or aid;
 - examinees attempting to remove exam materials or notes from the examination room.