

Proctoring the Automated Certification Exam for Juvenile Probation Officers Frequently Asked Questions

September 2016

How do I become a proctor for the juvenile probation officer certification exam?

If you are interested in becoming a proctor on behalf of your department, please send a written request to TJJD's Juvenile Justice Training Academy at exam@tjjd.texas.gov.

Is a department or facility required to have a proctor?

Only if an employee will take the exam locally at the department or facility. If an individual takes JPO Basic through CMIT, the exam will be proctored by staff at CMIT on the final day of training. Hiring authorities providing their own training will be required to designate an individual to proctor the exam. Even if you utilize the exam dates established by TJJD, the department or facility will still need a proctor to administer the exam locally and ensure all measures are taken to ensure the fidelity of the exam.

Will I be required for signing a Proctor Agreement?

Yes, you will be required to sign a Proctor Agreement that will be provided to you in electronic format in advance, as well as, acknowledging when you administer an exam. The Agreement identifies all expectations set forth by TJJD for the proctor, along with the proctor attesting that he or she has no conflict of interest with regard to proctoring the Juvenile Probation Officer Certification exam and will maintain the fidelity of the exam's content.

Will TJJD provide basic information on what information should be covered to an employee prior to administering the exam?

Yes. TJJD has developed a suggested script for proctors to utilize during the administration of an exam. It is at the discretion of the proctor whether or not to utilize the script provided, however, it should detail the necessary information for an employee to complete the exam. Once an individual has been designated a proctor, TJJD will forward the script to him or her.

When will all documents and/or instructions be forwarded to me as a proctor?

You will receive all necessary documentation and instructions electronically when you have been designated as a proctor by TJJD and have returned the signed Proctor Agreement.

How far out do I need to schedule exam dates with CMIT?

Depends. If you are planning to administer the exam locally, CMIT has requested that you set up the exam dates with them a minimum of four weeks out, but preferably provide them with an annual schedule so they may schedule the dates as timely as possible. If you plan to utilize the exam dates that TJJD has set-up each month, you will not need to provide CMIT with any dates.

What if I need to cancel or change an exam date?

If you need to cancel or change an exam date, you should contact CMIT as soon as practicable to make the request. It is significantly easier on CMIT resources if you cancel a date versus change the date. An ideal compromise may be to schedule an exam date every other month for the year and

if no officers need to take the exam, you can cancel the exam date. If one is needed between dates, you can administer the exam using TJJD's exam date.

Is there a downside if we use only TJJD's designated exam dates?

Not really. You will not have the immediate option of running your department or facilities data, but TJJD can provide you with the respective, county specific data upon request.

What are the designated TJJD exam dates?

To date, TJJD has scheduled exams through the remainder of calendar year 2016 as follows:

- Friday, September 16, 2016
- Friday, September 23, 2016
- Friday, October 7, 2016
- Friday, October 28, 2016
- Friday, November 8, 2016
- Friday, December 9, 2016
- Friday, December 20, 2016

Additional testing days will be scheduled into calendar year 2017. A current list identifying the scheduled exam days set up by TJJD may be found on the Juvenile Justice Training Academy's website.

If we utilize a TJJD exam date, will the employee take the exam locally or at TJJD?

Locally. While TJJD is setting up the exam dates, individuals will still take the exams with the local proctor in place during the administration of the exam. He or she will only utilize the open window for the exam date. TJJD will not serve as a proctor.

What information does CMIT need to set up an employee to take the exam?

CMIT will need an individual's name, date of birth and email address. After CMIT processes the employee(s), you will be forwarded an email with the exam taker's login information that should only be provided to the employee when the test is administered.

How early does the login credential request need to be made to CMIT if we use a TJJD exam date?

CMIT has requested that any request for login credentials be made four weeks out, however, as soon as practical to allow adequate time to process the request. The request should be made a minimum of two weeks out.

Our probation officers usually start and begin the academy at their hire date. If we administer the test immediately following the two-week training, this will not meet the four-week advance notice request to CMIT for login credentials. What do we do?

Ideally, you would work with the Human Resources department to identify people who will be starting with the department before their actual date of hire and at that time, you can provide the information to CMIT. If this is not a feasible option, we recommend you providing the request to CMIT on the date of hire to allow for as much advance notice as possible.

Our hiring process is very fluid and we often have to make modifications to our training schedule at last minute. Will there be flexibility in the exam dates?

You are able to determine the exam dates. We suggest scheduling an exam date every other month, or identify data based on last year's hire information. You can always put them into a TJJD batch if you do not have a scheduled exam date if that is more feasible for your department or facility since a TJJD date will be scheduled 1-2 times per month.

If a juvenile probation officer is sent to Basic at CMIT in Huntsville, will that include the exam?

Yes. CMIT will proctor the exam on Friday afternoon and in these instances, the department or facility will not require a proctor locally.

Can we only proctor exams on pre-scheduled exam dates?

Yes. They will need to be pre-scheduled through the department, facility or TJJD.

Is there a minimum requirement for the number of people taking an exam?

No, the only requirement is that the date has been previously scheduled and the login credentials have been received for any exam taker.

Can employees take a break during the exam?

Yes. If an employee needs to take a break from the exam, he or she should log off of the exam completely to ensure the time stamp stops counting down. Once the individual logs back into the system, the time clock will resume with the time remaining from when the last log-off stamp was made.

What happens if an individual runs out of time? Does it automatically fail them?

No. The exam will be tallied when time has run out and the grade will be given accordingly. Any incomplete questions will be marked as incorrect.

Is there a time for when an officer can retake the exam?

They can take the exam at any time after the first attempt during a future scheduled date, either through your department or facility date, or a TJJD date. The individual will need to be re-enrolled to take the exam, this is not automatic.

What happens if an individual fails the exam?

If an individual fails the exam twice, the CJPO can request an exemption to take the exam a third time. If they fail after two attempts, or three if the exemption is approved, then they must wait 180 days and successfully complete the mandatory topics again.

Does the exam have to be taken during a specific time period during the scheduled exam date?

Yes. Currently, the exam must be taken between 8:00 am – 3:30 pm. on the scheduled date.

Do we have to wait until on-the-job training is complete before the test may be administered?

No. It is recommended that you administer the exam as soon as you have finished with the classroom modules on the mandatory topics before moving on to other training such as on-the-job training or internal policies and procedures.

How do I handle payment?

The \$20 per person, per attempt exam fee will be billed to the hiring authority at the end of the month following any scheduled exam dates. TJJD will leave the discretion of payment to the hiring authority on how this fee is paid. Options discussed may include: requiring the individual to pay in

full; requiring the individual to pay, but getting reimbursed after certain circumstances are met (either passage of test or length of service met, etc.); department may pay using county funds; or department may pay using state aid funding.

Will I receive a copy of the exam results for each exam taker that I have oversight of?

Yes. The individual taking the exam will receive immediate notification and the proctor, along with TJJD, will receive notification by the close of business of the day the exam was administered.

What is the process if an individual is requesting an ADA accommodation?

TJJD has developed a process for the approval of an ADA accommodations request. Individuals should read the [Accommodations Application Guidelines](#) and then complete the [Accommodations Application](#) found online [here](#). The completed application, along with supporting documentation, should be forwarded to TJJD's Juvenile Justice Training Academy at least two weeks in advance of taking the exam. TJJD will review the request and be the ultimate decision maker on whether or not an accommodation is made.

For basic questions regarding the actual exam, please refer to the Juvenile Probation Officer Certification Exam Frequently Asked Questions found online [here](#).