

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

August 2017

## **How do I become a proctor for the juvenile probation or supervision officer certification exam?**

If you are interested in becoming a proctor on behalf of your department or facility, please send a completed JPO/JSO Certification Exam Proctor Agreement to TJJJ's Juvenile Justice Training Academy at [exam@tjjd.texas.gov](mailto: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/JSO 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.

## **Will I be required to sign a Proctor Agreement?**

Yes, you will be required to sign a Proctor Agreement found on [TJJJ's Training homepage](#). The Agreement identifies all expectations set forth by TJJJ for the proctor, along with the proctor attesting that he or she has no conflict of interest with regard to proctoring the Juvenile Probation or Supervision Officer Certification Exam and will maintain the fidelity of the exam's content.

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

Yes. TJJJ 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, all staff should receive the information contained in the script prior to taking the exam. The script may be found on [TJJJ's Training homepage](#).

## **As a proctor, will I need to have staff sign anything prior to taking the exam?**

Yes, staff will be required to complete an Certification Exam Acknowledgement found on [TJJJ's Training homepage](#) that identifies all expectations set forth by TJJJ for taking the exam. Original copies of this acknowledgement form shall be maintained by the department or facility in the individuals personnel file.

## **What information does TJJJ need to set up an employee to take the exam?**

No initial information is required. As an approved proctor, you will receive information on how to access both exams.

## **Can anyone submit a request to take the exam?**

General employees or an individual wanting to take the exam may not submit a request to TJJJ on his or her behalf. Only designated proctors are authorized to provide the exam.

## **If a juvenile probation or supervision 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 need a proctor locally.

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

No.

**Can employees take a break during the exam?**

No. Once an employee begins the exam, they should finish to completion.

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

No. The exam will be tallied based on the questions completed 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.

**What happens if an individual fails the exam?**

Individuals will have three attempts to pass the exam. An individual who has not passed the exam after three attempts may not take the exam again until 180 days have lapsed and has repeated the training topics required in §344.620(a)(1) or (2) after the date the individual last took the exam. During 180 time period after three failed attempts, an individual may not be employed in a position requiring certification.

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

No, however, technical assistance will only be provided Monday-Friday.

**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.

**Who will receive a copy of the exam results?**

TJJD, along with the email used at the beginning of the exam, will receive the exam results. Departments and facilities have the discretion to have exam takers enter in either their own email, or the email address of the proctors. Exam results will be sent to the email address entered. Regardless of the email address used, the exam score will be shown on the screen at the conclusion of the exam. At that time, your department or facility should print the certificate that includes the exam results for your records.

**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 on [TJJD's Training homepage](#). 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 or Supervision Officer Certification Exam Frequently Asked Questions found online [here](#). For more information, please contact Kristy Almager at 512.490.7125 or [Kristy.Almager@tjjd.texas.gov](mailto:Kristy.Almager@tjjd.texas.gov) or Chris Ellison at 512.490.7245 or [Chris.Ellison@tjjd.texas.gov](mailto:Chris.Ellison@tjjd.texas.gov).