

Virginia Workforce Council

Web-based One Stop Staff Certification Project

Learning Coordinators Users Manual

2009

A. Learning Coordinator Responsibilities

The learning coordinator will be assigned to a group of individuals who currently work as front-line staff in the Virginia Workforce Network. The learning coordinators will receive training on the Dynamic Works Learning Management System (LMS), communicating with the training participants and the proctoring procedures for the certification exams. Each learning coordinator will be responsible for:

- Signing up participants for the curriculum's courses, to include how to add students to the LMS, assigning the appropriate certification curriculum to those students; assisting students with User ID and Password issues;
- Encouraging and monitoring participants progress throughout the training process,
- Reviewing the management tools provided by Dynamic Works Learning Management System, such as how to run and use training manager reports,
- Providing participant progress updates VCCS Project Manager, Aida Pacheco, and Barbara Kessler, UVA.
- Proctoring the Certification Exams.

The learning coordinator will assist the participant in getting started, answer any technical difficulties questions or refer to Dynamic Works and provide encouragement during the training schedule.

B. Management and Administration of the Learning Process

Learning Coordinators will receive training on the use of the management tools provided in the Dynamic Works Learning Management System and in best practices for motivating and managing participants during their learning process.

The management tools in Dynamic Works' LMS will give local managers a real-time view of the progress of every participant assigned to their training group. Refer to pages 5-15 for more detailed directions. The tools provided include:

- A listing of certification programs and courses assigned to each participant.
- Access to participant profile information and the ability to automatically send user ID and password information to participants who have forgotten them.

- Individual participant or group transcript information, including completion dates and scores on course and certification exams.
- A listing of participants that have achieved certifications and those that have not.
- Easy to build custom reports to fit unique needs.

C. Proctoring Procedures for Learning Coordinators

A key responsibility of the learning coordinator is arranging for proctoring for the certification exams for the Workforce Development Professional and Business and Employer Services Credentials. There are two approved options for proctoring exams. The first is the traditional method of inviting students to a pre-arranged site at a set date and time. The second option, local on-site proctoring, authorizes a local manager or staff member to proctor the exam at the student's office. The second approach is designed to eliminate travel costs and time away from the office. Each of these proctoring options is explained below.

If you have any questions on either of these options, please contact Barbara Kessler at 434-243-5337 or Aida Pacheco at 804-225-3293.

Option 1: Pre-arranged Proctoring Sessions

These exams will be given, as needed, at a location in your local workforce investment area coordinated by the assigned Learning Coordinator.

Learning Coordinators will be trained on the proper method for administering certification exams. This will include assuring that the individuals taking an exam have a quiet and comfortable place to take the exam, the appropriate amount of time is allotted for them to take the exam and that they are not interrupted by individuals or phone calls during the examination period. The LMS instantaneously scores the submitted exam and allows participants the opportunity to review any missed questions after the exam is submitted. Proctors typically do not need to be concerned about participants cheating off another participants answer during the exam since every participant will have a completely different form of the exam shown to them by the LMS.

In preparation for Proctoring the Exams, make sure that:

1. Check adequacy of seating, lighting, and ventilation in testing room. Candidates will not be able to do their best if they are distracted by such things as noise, poor lighting, inadequate space or extreme temperatures. Every effort must be made to minimize the possibility of such distractions.
2. Each computer is in working order and connected to a printer in the testing area.
3. Computers are located in a room with a door to close in order to minimize distractions.
4. There are enough working computers for the number of candidates scheduled to take the exam.

5. Restrooms are functioning and available.
6. You are aware of any needed candidate accommodations.
7. A sign-in sheet with space for candidate name, exam date, time arrived and left, candidate signature, exam taking and candidate organization is ready and available.
8. Someone is available to provide technical trouble-shooting.
9. Prepare and post signs to reporting site, testing rooms and rest rooms.
10. You are familiar with the layout of the building, fire exits, etc.
11. Arrive early at the test site on the day of the exam.
12. Set up an “admissions” area to check in candidates and direct them to the testing room.

While proctoring the Workforce Development Professional and Business and Employer Services Certification Exams, make sure that

1. Greet candidates courteously to ease their anxiety.
2. Candidate signs in before starting the exam. Candidates show proof of identification and pre-registration upon arrival to testing site.
3. Tolerate some nervous noise before the exam starts. Most people under stress tend to relieve their tensions through talk and movement.
4. Be patient, prompt, courteous and sensitive in responding to questions.
5. Treat all examinees equally.
6. Mention that once the exam is started the candidate cannot stop.
7. Exam starts and stops at a designated time.
8. The following guidelines are read aloud to the candidates before starting the exam:
 - a. Review examination rules:
 - i. Coaching is not allowed to candidate or among candidates on any exam questions.
 - ii. Cell phones, pagers, headphones and PDAs must be turned off during exam.
 - iii. No food or drink is allowed while completing the exam.
 - iv. No books, papers or materials are allowed on computer station
 - v. Technical trouble-shooting is available.
 - vi. No talking during the exam time among candidates occurs
 - vii. Restrooms, fire exits, smoking areas and snack machines are located.....
 - viii. The exam time is 9:00 a.m. to 1:00 p.m. We are starting at 9:00 a.m.and I will call time at 1:00 p.m.
 - ix. Warn candidates that they may be dismissed for disturbing others during the exam or tampering with the computer
 - x. Do not leave the testing room without permission. You may ask the proctor for a water, bathroom, or medical needs break at any time during the exam. You may not use this time to study exam materials or notes.
 - b. Exam is computer-based. Is everyone’s computer on?

- c. Go to the Dynamic Works home page and log in.
(www.dynamicinstitute.com)
 - d. Go to your “My Courses” page and click on the certification exam title you are going to take. The exam introduction window will appear.
 - e. When I tell you to start, click on the “Certification Exam” link and begin taking the exam.
 - f. Students who do not pass can print the missed question list to help prepare for their next exam.
9. Contact Dynamic Works with any technical difficulties with the exam. Call Dynamic Works at: 321-205-1590.
 10. Never leave the room unattended.

Once the Exam is over:

1. Have students log out of the system.
2. Dismiss candidates in a friendly manner.
3. Once candidate completes the exam, candidate signs out and exits the room.
4. Check the testing room to be certain nothing has been left behind.

Option 2: Local On-site Proctoring

Learning Coordinators will arrange with a manager at the student’s local site to identify an individual who will act as the local proctor. The Learning Coordinator will provide the local proctor with this proctoring information and explain the proper method for administering local on-site certification exams. This will include assuring that the individuals taking an exam have a quiet and comfortable place to take the exam, the appropriate amount of time is allotted for them to take the exam and that they are not interrupted by individuals or phone calls during the examination period. The LMS instantaneously scores the submitted exam and allows participants the opportunity to review any missed questions after the exam is submitted. Proctors typically do not need to be concerned about participants cheating off another participants answer during the exam since every participant will have a completely different form of the exam shown to them by the LMS.

In preparation for Proctoring the Local On-site Exams, make sure that:

1. Determine the physical location where the exam(s) will be taken. This should be a location that assures that candidates will not be interrupted during the exam period. Check adequacy of seating, lighting, and ventilation in testing room. Candidates will not be able to do their best if they are distracted by such things as noise, poor lighting, inadequate space or extreme temperatures. Every effort must be made to minimize the possibility of such distractions.
2. Each computer is in working order and connected to a printer that is easily accessible.
3. Computers are located in a room with a door to close in order to minimize distractions. The room should be free of notebooks or other materials during the exam time slot.

4. There are enough working computers for the number of candidates scheduled to take the exam.
5. Restrooms are functioning and available.
6. You are aware of any needed candidate accommodations.
7. Use a sign-in sheet before the exam begins. The sheet should include space for candidate name, exam date, time arrived and left, candidate signature, exam taken and candidate organization is ready and available. (*see example below*)
8. Pre-arrange for someone to be available to provide technical trouble-shooting, if you are not able to do so yourself.
9. Ask the student(s) to report to you prior to the exam time to check in and prepare for the exam.

While proctoring the Workforce Development Professional and Business and Employer Services Certification Exams, make sure that

11. Greet candidate(s) courteously to ease their anxiety.
12. Candidate(s) sign the sign-in sheet before starting the exam. Candidates show proof of identification upon arrival to testing site.
13. Tolerate some nervous noise before the exam starts. Most people under stress tend to relieve their tensions through talk and movement.
14. Be patient, prompt, courteous and sensitive in responding to questions.
15. Treat all examinees equally.
16. Mention that once the exam is started the candidate must complete it within the allotted time and may not leave without permission.
17. Exam starts and stops at a designated time.
18. The following guidelines are read aloud to the candidates before starting the exam:
 - a. Review examination rules:
 - i. Coaching is not allowed to candidate or among candidates on any exam questions.
 - ii. Cell phones, pagers, headphones and PDAs must be turned off during exam.
 - iii. No food or drink is allowed while completing the exam.
 - iv. No books, papers or materials are allowed on computer station
 - v. Technical trouble-shooting is available.
 - vi. No talking during the exam time among candidates
 - vii. Restrooms, fire exits, smoking areas and snack machines are located.....
 - viii. The exam time is 9:00 a.m. to 1:00 p.m. We are starting at 9:00 a.m. and I will call time at 1:00 p.m.
 - ix. Warn candidates that they may be dismissed for disturbing others during the exam, for tampering with the computer or if found using notes.
 - x. Do not leave the testing room without permission. You may ask the proctor for a water, bathroom, or medical needs break at any time during the exam. You may not use this time to study exam materials or notes.

- b. Exam is computer-based. Is everyone's computer on?
 - c. Go to the Dynamic Works home page and log in.
(www.dynamicinstitute.com)
 - d. Go to your "My Courses" page and click on the certification exam title you are going to take. The exam introduction window will appear.
 - e. When I tell you to start, click on the "Certification Exam" link and begin taking the exam.
 - f. Students who do not pass can print the missed question list to help prepare for their next exam. If desired, a student can re-take the exam during this same time period (if sufficient time is still available) after being excused to study the missed questions.
19. Contact Dynamic Works with any technical difficulties with the exam. Call Dynamic Works at: 321-205-1590.
20. Never leave the room unattended.

Once the Exam is over:

- 5. Have students log out of the system.
- 6. Dismiss candidates in a friendly manner.
- 7. Once candidate completes the exam, candidate signs out and exits the room.
- 8. Check the testing room to be certain nothing has been left behind.