RESNET
RESIDENTIAL ENERGY SERVICES NETWORK

Setting the **Standards** for
Home Energy Efficiency

COVID-19 Emergency Procedures for Proctoring RESNET Tests
April 15, 2020

COVID-19 Testing Procedure

Due to circumstances caused by COVID-19, Rater Training Providers are allowed temporary use of remote proctoring. This policy is effective immediately and will remain in place until further notice. The procedures outlined below shall replace the previous RESNET Procedures for Proctoring RESNET Tests for the duration of the temporary policy.

RESNET has activated a dedicated COVID19info@resnet.us email address that will go directly to the Quality Assurance Team for QA questions and concerns. This email address is for specific questions to the QA team regarding remote QA, reporting, etc., during this time of disruption in our industry.

RESNET Tests Proctoring Policy

It is the responsibility of the Training Provider to ensure the security of the RESNET test administration. Compromised test sessions threaten the integrity of the RESNET tests. With the industry's growth, training providers are creating an increasing number of testing sessions, many times outside of their direct control. They are using many and varied proctors. Please refer to these guidelines when proctoring RESNET test sessions.

Remote Proctoring Rules for Rater Instructors or Third-Party Proctors

- Instructors or Proctors can use visual webcasting while a student is taking the exam such as Zoom, Facetime, GoToMeeting, etc.
- The Instructor or Proctor must identity of student taking the exam and ensure no other individuals are in the room. Prior to testing, the instructor or proctor will receive the RESNET email confirmation, user ID and password for each student.
- Upon verification of identity of the student, the instructor or proctor will distribute the required information at the time of the test.
- Ensure that the student's personal computer has the proper operating system. If the computer has the incorrect operating system, they will not be able to take the test.

Before Beginning the Test, Go Over the Following Rules:

- Examinee may not use cameras, cell phones, or any other electronic device other than their personal computer for the testing session.
- The test is open book and open notes including electronic and internet resources, but the examinee may not use text messaging or email communications.
- The student may not be assisted by another person while taking the exam.
- The use of a calculator is allowed.
- The tester must have their camera on at all times for the instructor or proctor to monitor the test taker.
- During the testing session, examinees can ask proctor ~~for~~ questions or relate a problem.
- The tests are time limited. The on-line exam server will end the exam when the time is up. If the student's internet connection is interrupted during the examination period, the student may log back onto the exam website and resume the exam as long as time remains on the exam clock. With the Practical Simulation, a student has multiple access codes to use.
- Once the test begins, examinees may not leave the room until they finish their test. When finished, the examinee should notify proctor.

Third-Party Proctoring

If the RESNET Rater Trainer is unable to administer the exam, an independent virtual third-party institution may be used. The accredited rating training provider must give prior approval to testing site and proctor. Approval will be given only to following independent third-party institutions and can be done virtually with the guidelines above:
- Colleges
- Schools
- Libraries
- Testing Centers
- **Remote proctoring service providers, such as:**
  - ProctorU
  - Mettl
  - Examity
  - Verificient

Training providers must keep records on file for three years for external testing on retests.

If the RESNET Training provider is unable to proctor the test the third-party proctor must be a disinterested party. This is defined as someone who:
- Is not relative of any candidate in the testing session
- Will not receive direct financial gain from the outcome of the testing
- Does not have hiring or firing power responsibility for anyone in the session

The following information is needed from the potential proctor:
    Name of Proctor
    Company/Agency/Institution names
    Street Address
    City, State, ZIP
    Phone
    Email address
    Requested date and time of exam

The Training Provider must contact proctor prior to approval to verify technical capabilities and forward Proctoring Guidelines and access codes for the exam.