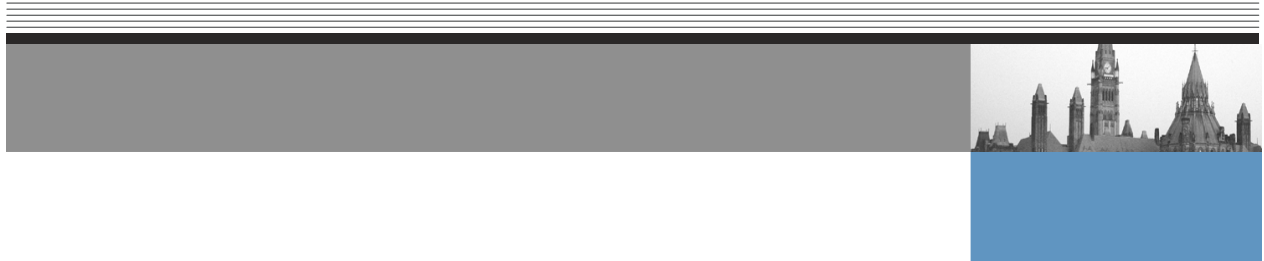




Public Service Commission
of Canada
Personnel Psychology
Centre

Commission de la fonction publique
du Canada
Centre de psychologie
du personnel



PUBLIC SERVICE COMMISSION TESTS

ADMINISTRATION MANUAL

Updated October 16, 2007

Canada 

**TO FAMILIARIZE YOURSELF WITH THE TESTING
PROCEDURES, YOU *MUST* READ THIS MANUAL
A FEW DAYS BEFORE THE TEST SESSION**

Table of Contents

1. Administrator’s Responsibilities	1
2. General Instructions	2
2.1 Testing Material	2
2.2 Testing Facilities	3
2.3 Late Candidates	3
2.4 Temporary Absence	3
2.5 Withdrawal of Candidates	3
2.6 Candidates requiring accommodations	4
2.7 Cheating	5
2.8 Disruptive Candidates	6
2.9 Disputes Regarding Test Questions	6
2.10 Emergencies and Other Situations	6
3. Getting Ready For Test Administration	6
3.1 Preparation of the Testing Material	6
3.2 Preparation of the Testing Room	7
3.3 Admission of Candidates	7
3.4 Completion of Parts 1 and 2 of the Answer Sheet	8
3.5 Distribution of Test Booklets	15
4. Test Administration	16
4.1 General Instructions	16
4.2 Administering a Test Without Sub-tests	17
4.3 Administering a Test With Sub-tests	18
5. Administrative Procedures After the Test Administration	20
5.1 Completion of the SLE Sections of the Answer Sheet	20
5.2 Returning the Test Material	21
Appendices	
1. Monitor's Responsibilities	23
2. Test Session Attendance Sheet	24
3. Organizational codes	26

1. ADMINISTRATOR'S RESPONSIBILITIES

This test administration manual provides the general information that you need as a test administrator, and the instructions for administering any of the paper-and-pencil tests of the Personnel Psychology Centre (PPC), except the in-basket exercises, which require a different administration manual.

- The test administrator must be a Public Servant.
- It is **your responsibility** to become thoroughly familiar with this manual and to administer the tests in a standardized manner, in accordance with the instructions provided in this manual. Test results are valid and candidates have an equal opportunity for success only if you administer the test correctly, ensuring that all candidates take the test under the same conditions.
- In situations where administration instructions have not been followed, the PPC may need to invalidate candidate results.
- **At least one day before administering a test** for the first time, familiarize yourself with the test booklet, and then practice administering the test as indicated in Section 4 of this manual.
- You must administer the tests in the official language chosen by the candidates or required by the position or situation. **However, you cannot conduct a test session in English and French at the same time.** In addition, individuals who are administering the reading or writing tests in their second official language must have attained a Level B in reading and a Level B in oral interaction.
- **You must ensure the security and protection of all protected test materials while they are in your possession.** You must not, at any time, photocopy the test materials or discuss them with anyone. Only certified or approved administrators may have access to the language tests.
- If you are administering a test to 25 or more candidates at a time, you should have one monitor for every 25 candidates. Appendix 1 lists the monitor's responsibilities and may be reproduced for distribution to the monitors.
- If the administrator must undergo second language testing, he/she must take an alternative Second Language Evaluation test, which can be obtained by completing the "Request and Agreement for PSC Test Material" form. The alternative test is equivalent to, but different from, the tests that he/she administers. Unless a certified administrator has an exemption for the test in question, the test must be administered by a person who is not certified but has been approved by the PSC.

- You should not administer a test that you know you will be writing in the future. If you have to write a test that you have previously administered, it is your responsibility to let the responsible Human Resources Officer know so appropriate arrangements can be used.

2. GENERAL INSTRUCTIONS

2.1 Testing Material

You must ensure that you have the right quantity of all material for each test you are to administer. When you receive test material from the PPC, count the test booklets to ensure that the quantity received is as indicated on the shipping form. If there is any discrepancy between the number received and the number on the shipping form, notify the PPC immediately.

Information on PPC tests is available on the PPC web site. Candidates should be directed to the website to read this information at least one day before the testing session. You should forward paper copies of the information to those candidates who do not have access to the web site so they are received at least one day before the session. Candidates **must** be informed in advance when the information sheets indicate that they can bring something to the test (e.g., a calculator).

Protecting the security of test materials is one of the most important aspects of the test administrator's job. The loss of test material can jeopardize an entire examination program and result in significant costs to develop a replacement test. The test packages and any other protected test material must be stored in a locked cabinet in a closed room when not in use. The cabinet should be appropriate for “*PROTECTED B*” materials. No part of any test package may be reproduced. While you are administering a test, never leave the protected test material unattended. At the end of a testing session, make sure that all candidates return their test material to you. Any protected test material that is not accounted for must be reported immediately to the PPC. If you observe or strongly suspect that a candidate is stealing protected material during a test session, do not confront her or him in the presence of others, but ask the candidate to remain in the room after the others have left. The individual should then be asked to return the test material. He or she may be advised that the test material is protected by Crown Copyright and that failure to return this material could result in criminal prosecution. If the candidate still refuses to return the material, dismiss him or her. Do not undertake any sort of physical action to have testing material returned. While you are still in the testing room, record all the details of the incident. If the loss of testing material is discovered only after candidates have left the testing room, do not attempt to contact the candidates yourself. Instead, record the facts and report them immediately to the PPC.

2.2 Testing Facilities

The testing room should:

- be large enough for the number of candidates you have to test;
- be well lit, well ventilated by a quiet system and maintained at a comfortable temperature;
- be in a quiet location removed from common areas, traffic, phones and other sources of noise and distraction; and
- have a door that can be closed.

Ideally, there should be a wall clock in the room so that candidates can judge their own time. Each candidate should be provided with a table or a desk sufficiently large to place an open test booklet and an answer sheet side by side (50 cm x 75 cm or 20 inches x 30 inches). You should also be able to arrange the testing positions far enough apart to discourage cheating.

2.3 Late Candidates

Candidates should not be allowed to enter the testing room after the instructions for the test have been read and testing has actually begun because they would have less time to complete the test and would disturb other candidates. Explain to the late candidates why you cannot accept them and ask them to contact the officer responsible for the selection process. Write down their names and relevant details and inform the responsible Human Resources (HR) officer after the session.

2.4 Temporary Absence

If a candidate asks to be temporarily excused from the room during a test, the individual's test material should be collected and kept until his or her return. You must inform the candidate that he or she will not be given extra time to complete the examination. No more than one candidate should be permitted to leave the room at any given time.

2.5 Withdrawal of Candidates

If, before or during the testing session, a candidate experiences physical or psychological indisposition of sufficient severity to interfere with his or her test performance, it is the candidate's responsibility to inform the test administrator that he or she cannot continue the testing session. A candidate who chooses to continue a testing session despite such physical or psychological indisposition must accept the test results and the accompanying retest restrictions. When a candidate indicates that, due to indisposition, he or she cannot continue, the candidate must write "**I DO NOT WISH TO HAVE MY TEST PAPER SCORED. I VOLUNTARILY WITHDRAW FROM THIS EXAMINATION.**" on the answer sheet. The candidate **must** sign his or her name beside this statement and indicate the time of his or her withdrawal. You must collect all test materials from the candidate before he or she leaves the room. To indicate that the partially completed test should not be scored, you must write "**VOID**" across the answer sheet and attach a note explaining the circumstances of the candidate's withdrawal on the front of the

answer sheet.

2.6 Candidates requiring accommodations

In most circumstances, departments must contact the Personnel Psychology Centre when a candidate requires accommodations (e.g. disability, religious observances, etc.) on a PSC test.

There may, however, be situations where accommodations could be as simple as providing special testing arrangements that do not involve any deviation from the standard testing procedures outlined in this administration manual. For example, a candidate may request a different testing date if the proposed date conflicts with observance of a religious holiday. Another candidate may require a special chair or a room in close proximity to an accessible bathroom. In situations such as these, it may not be necessary to consult with the PPC to implement appropriate accommodations. However, regardless of the method of accommodation requested, PPC **must** be consulted in the following cases:

- When the disability is complex and can manifest itself in various ways with different individuals, such as multiple sclerosis, muscular dystrophy, or cerebral palsy.
- For all disorders or disabilities affecting mental functioning, concentration, or memory, including learning disabilities, attention deficit hyperactivity disorder (ADHD), psychiatric disabilities and head injuries.
- For multiple disabilities (for example, for an individual with both vision and mobility limitations).
- For deaf individuals where literacy skills are at issue.
- Whenever there is **any** doubt on the part of the test administrator as to whether the accommodation being requested and/or considered is sufficient to properly accommodate the candidate.
- Please note that **only authorized PPC staff may approve** accommodations on PSC tests that involve **deviation from the standard testing procedures** outlined in this manual and/or the test-specific instructions. PPC must therefore be contacted in all such cases.

Issues relating to assessment accommodations must be dealt with by the responsible human resources management officer and/or the subdelegated manager well in advance of the test session. When a candidate requests assessment accommodations after presenting for testing, please advise him or her that the test should be rescheduled and that you are not authorized to deviate from standard testing procedures without consulting with the authorities responsible for the test (i.e., the PPC). In the event that a candidate insists on going forward with the test session anyway, it is important to inform the candidate that that if he or she chooses to take the test without full accommodation, there will not be an opportunity later on to change his or her mind and request accommodation after the fact. You may wish to emphasize the message stated in box # 2 of the standard script provided in section 3.4 (page 9). **It is important that candidates not feel pressured to proceed with testing in the absence of full and proper accommodations.**

If a candidate expresses a need for assessment accommodations in the middle of a test session or has to abruptly stop the test session for medical or other reasons, the test administrator will need to collect all relevant information for PPC to be in a position to determine alternate testing means if required. The test administrator should document how much time has elapsed since the beginning of the test, the material to which the candidate had access and the reasons for the withdrawal. The test administrator should also document any problems which develop during assessment (e.g., obvious signs of fatigue or other symptoms related to the candidate's disability, any complaints expressed by the candidate, etc.). Please refer to [section 2.5](#) and [Appendix 1: Monitor's Responsibilities](#) for more information on what to do when candidates choose to withdraw from testing during a testing session.

PPC Contact information: (613) 992-9741 PPC-CPP@psc-cfp.gc.ca

2.7 Cheating

Candidates can cheat in various ways during a test session, for example:

- by leaving the room with a test booklet or copying test content in order to improve their scores in a later test session, or to inform other persons who will be taking the test;
- by copying from each other;
- by using unauthorized material (see the note at the beginning of the test booklet);
- by taking the test for another person, using a false identity, forging a signature, exchanging answer sheets, etc.;
- by using electronic devices such as (but not limited to) pen scanners, cell phones with cameras, etc.

The best way to guard against cheating is to be attentive and to take measures to discourage it. For example, you should periodically and unobtrusively walk around the room during the test session to make sure that the candidates are far enough apart and are not exchanging information. If you see someone attempting to cheat in any way, go to his or her desk and, as quietly as possible, give him or her a direct warning. Document any cheating incident that you observe or suspect by writing a detailed report of the incident. After the testing session, give the report to the manager responsible for the competition in order for him or her to identify the action to be taken. The PPC can offer advice and counsel to the manager if necessary. If there was cheating or any irregularity, you must inform the PPC which will determine if test results will be invalidated.

You should take any unauthorized materials from the candidates and give them back after the test session. Only the distributed material is authorized. Handwritten notes or copies of test content should be placed with the candidate's answer sheet together with your record of the event in the Public Service Commission (PSC) envelope. Only the PPC can establish whether there must be follow-up and a representative of the Centre will contact you to obtain more information.

2.8 Disruptive Candidates

Most candidates are under a certain amount of stress during a competitive test and some may behave in a way that is disruptive. If you observe a group of candidates talking together and disturbing other candidates during a test, walk over to them and attempt to resolve the matter or ease the tension. For example, ask a person to move to another desk. If the disruption continues, tell the candidate(s) to leave the room. Make a detailed report of the event and give it to the manager responsible for the competition in order for him or her to identify the action to be taken. When returning the test material, attach a copy of the report and place it with the candidate's answer sheet.

2.9 Disputes Regarding Test Questions

If a candidate disputes a test question, tell her or him that you are making a note of it and that she or he should try to answer the question in the most appropriate way. No discussion should be permitted. Report the dispute, indicating the name of the person, the question number and the nature of the complaint. You may prefer to ask the person to write a note about the question after the test. Place the documentation of the event with the candidate's answer sheet in the PSC envelope and the PPC will use the information provided to check out possible errors in the test.

2.10 Emergencies and Other Situations

If it becomes necessary to evacuate the room during the test session, instruct candidates to leave all testing material on their desks and ensure that no test material is taken from the room. If possible, place the test material in a locked cabinet after all candidates have left the room, or lock the door behind you. Once the emergency is over, return to the testing room as soon as it becomes accessible and check to see that all protected test material is accounted for. The incident must be reported to the responsible HR officer.

In the event that there is an irregularity during a testing session which could have an impact on the validity of test scores, please be sure to promptly call the Personnel Psychology Centre at (613) 992-9741. A decision will be made as to whether to continue the test session and if modifications need to be made to the test administration.

3. GETTING READY FOR TEST ADMINISTRATION

3.1 Preparation of the Testing Material

Make sure that you have all the testing material you need for the planned testing session. The note at the beginning of the test booklet indicates which items are required and which are permitted for the test. Candidates are not allowed to use a calculator, except for the General Competency Tests (207 and 314). Rough paper is permitted during the exam only when this is indicated in the test booklet. For each candidate, you will always need:

- one test booklet,
- one answer sheet (PSC 2256),
- three pieces of rough paper (if permitted), and
- two regular HB black lead pencils, sharpened, and with an eraser on the end. It is very important that you use this type of pencil; otherwise, the information will not be read accurately by the computer scanner.

You should always bring a few extra test booklets, answer sheets and pencils in case they are required.

For your own use, you will always need:

- this test administration manual,
- one test booklet for reading test instructions to candidates,
- an answer sheet,
- an accurate timepiece or a stopwatch,
- PSC envelopes (PSC 34) (not for delegated language tests),
- PSC address labels for returning the test material (PSC 2927)(not for delegated language tests), and
- Test Session Attendance Sheets (PSC 2756).

For purposes of test security, you must prepare and retain a list of candidate names indicating who used each test booklet. Use the **Test Session Attendance Sheets** provided by the PSC (see Appendix 2). You should complete the top and bottom sections, and **write the test booklet number** in the "Test Booklet Number" column **before the testing session**. The test booklet number is on the front cover.

3.2 Preparation of the Testing Room

At least 30 minutes before the test is scheduled to begin, go to the testing room and ensure that all is in order. Bring all materials with you, as you cannot leave the room unattended once candidates arrive. Arrange the tables and chairs appropriately. At each desk or table where a candidate will be seated, place two HB pencils, an answer sheet (and lined paper answer sheets for the Written Communication Test), and if necessary, rough paper. **Do not distribute test booklets at this time.**

3.3 Admission of Candidates

As the candidates enter the room, ask them to sit at the desks where material has been placed. Once they are settled, they should be discouraged from changing seats.

You cannot leave the testing room unattended at any time after the arrival of the first candidate, unless you can bring all the protected material with you. Once the test has begun, you must not leave the candidates unsupervised at any time. If you absolutely must

leave, you must ask someone to replace you during that time. If that person is not certified, he/she must not have access to any test material during your absence. The tests must be collected by a certified individual at the end of the testing session.

Photographers, members of the press and other observers are not allowed to enter the room without prior consent from the PPC. At the time scheduled for the testing session, post a sign on the door (or on all the doors) stating: "**TESTING IN PROGRESS: DO NOT DISTURB.**" Then close the door (s).

3.4 Completion of Part 1 and Part 2 of the Answer Sheet

You must read word for word those sections enclosed in a box and preceded by "SAY".

1. SAY:

This is a testing session for the _____ (*give the name of the test you are to administer*). If, before or during the testing session, you experience physical or psychological indisposition of sufficient severity to interfere with your test performance, it is **your** responsibility to inform me that you cannot undertake or continue the test. If you choose to undertake or continue the test despite your indisposition, you must accept the test results and the accompanying retest restrictions.

As the test which you are about to take is *Protected*, we ask that you do not discuss its contents with others. This will help protect the test and is in your best interest.

If you have been involved in the development, administration, or scoring of this test, or if you have in any other way been exposed to the contents of the test or to the scoring key, tell me now.

Please turn off your cell telephones and pagers, if you have them, and clear your work space of everything except the exam material.

Note: If the test to be administered allows the use of a calculator, **SAY:**

For this test, you are allowed the use of a calculator. This calculator must be specifically a calculator and not part of a cell phone, PDA or other electronic device that may have internet access or the ability to record or transmit testing material.

Anyone declaring a potential conflict of interest may still take the test, but the relevant information should be noted. Candidates who decide not to take the test may leave after having returned their answer sheets to you. Make a note of their names and the reason why they are not taking the test. Inform them that they will be contacted so that alternative arrangements can be made. If you are administering a Second Language Evaluation (SLE) test, go to step 3 below.

2. SAY:

Please note that if you have written this test before, your previous score will no longer be valid after you retake the test today. Your new result will become your valid result on this test. There is, however, a waiting period of ____ (give the number of days*) before this test can be rewritten. If you have previously written this test, make sure that ____ (repeat the number of days) days have elapsed before you write it again today. If you do rewrite the test before the retest period has elapsed, your new result will not be valid, your previous result will be restored and a new waiting period will be imposed from the new test date

*The waiting period is **90** calendar days for the General Administration Test (380) and the Appointment Framework Knowledge Test (901).

It is **30** calendar days for the following tests:

- Grammar, Spelling and Punctuation Test (120)
- Examen d'orthographe, de grammaire et de ponctuation (220)
- Office Skills Series:
 - Filing (201)
 - Arithmetic (202)
 - Checking (203)
 - Coding (204)
 - Vocabulary (205) and

- Following Directions (206) Tests;
- Language Proficiency Test (602)
- Examen de compétence linguistique (603)
- SLE-Test of Written Expression in the Second Official Language (651)
- SLE-Reading (630)

For all the other tests, there is a **180 calendar day** waiting period.

3. SAY:

If you have a disability or any other situation that could impede your performance on this test, please raise your hand and I will discuss it with you privately. Note that I will not ask you to disclose all the details about your situation. By advising me now, alternative arrangements can be made.

If a candidate indicates the need for alternative arrangements, you should record his or her name and telephone number and tell the candidate that he or she will be contacted to make the arrangements. The candidate should then leave the testing session.

4. SAY: (please read the privacy statement to candidates):

The information pertaining to your results on this particular test will be disclosed to the requesting department or organization for staffing related matters. The personal information you provide in Part 2 of the Answer Sheet is voluntary and will be used by the Public Service Commission only, for statistical purposes and to do analysis and research in the areas of test development. All information is collected under the authority of the Public Service Employment Act and is protected under the Privacy Act. For more information, see Info Source (Personal Information Bank numbers PSC-PPU-025/030/035).

5. Show the front of your answer sheet to candidates and **SAY:**

I will now give you instructions for filling out Part 1 and Part 2 of the answer sheet. To ensure that your answer sheet will be read accurately by the computer scanner, it is essential that you follow these instructions:

- Use only the pencils supplied.
- Print capital letters, except for your signature.
- Place only one character in each character box and do not touch the box lines.
- Begin printing the requested information in the first box on the left and **do not skip** any of the boxes. Print clearly using solid unbroken characters.
- When indicating your answer choice to a question, completely blacken the circle corresponding to your choice.
- If you make a mistake, erase your first mark **completely** before recording your new response.
- Do not make any stray marks on your answer sheet.

Do you have any questions?

Note: If you are administering more than one test to the same candidate, the front side of the answer sheet must be completed **for each test**.

6. Answer the questions and then **SAY:**

Print in full your given name in Section **A**, and your family name in Section **B**. To identify you with certainty **and to ensure that all your results appear together in the database**, print your given name and family name **the same way on all of the Public Service Commission answer sheets**. If you use more than one given name or family name, please print the most common one.

Circulate in the room (with the monitors, if any) and verify that candidates are filling out their sheet correctly. Verify that no candidates add alternative names in parentheses (e.g., PATRICK (PAT)).

7. Pause and then SAY:

In Section **C**, print your personal record identifier (**PRI**) if you have one*. It is very important to provide your PRI; if you do not, your results will not be transferred to the central database and the departments will not have access to your results. If you do not have your PRI memorized, please telephone me when you get back to your office to give it to me. If you don't have one, leave this section blank. Do **not** enter your social insurance number. Leave Section **D** blank*.

*If candidates are members of the Canadian Forces, ask them to print their service number in Section **C**, and "001" in Section **D**.

8. Pause and SAY:

Now complete Section **E**. The test number is ____ (*give the test number*). The form is ____ (*give the form designation**). Blacken the circle for _____ (*give the language of the test***), the language of the test you are taking.

*The form of the test appears on the bar code label on the cover of the test booklet and is composed of a letter and a digit (e.g., "form A1"). In cases where there is no number following the letter (e.g., only "A" or "B" appears), tell the candidates to print a "0" (zero) following the letter (e.g., form "A0" or "B0").

**The language is English for all the tests you administer in English, except for the SLE tests.

9. Pause and then SAY:

In Section **F**, print today's date: year ____ (*give the four digits of current year*), month ____ (*give number of current month**), and day ____ (*give current day**).

*Where a single digit represents a day or a month, place a zero (0) in front of the number. For example, March 9, 2002 would be expressed as 2002 03 09.

10. SAY:

In Section **G**, sign your name in the space provided using your normal signature.

Note: The signature has been included on the answer sheet to provide confirmation of candidate identity. It can be compared to the signature identification which the candidate brings to the test and with the signature on the Test Attendance Sheet.

11. Pause and SAY:

The personal information you provide in Part 2 of the Answer Sheet is voluntary. As mentioned on the Privacy Statement that you read earlier, it will be used only by the Public Service Commission, and only for statistical purposes and to do analysis and research in the area of test development. This information also helps identify an individual if more than one individual has the same name.

12. SAY:

In Section **A**, darken the one circle that corresponds to your highest level of education. (*Pause*) In Section **B**, record the year, the month and the day you were born.

13. Pause and SAY:

In Section **C**, print the code number designating the region **where you live** . The code for this region is ____ (*give the code**). If you are not currently living in this region or province, raise your hand. When I point to you, tell me where you live and I will give you the code number to write.

*The regional codes are as follows:

Regions	Code	Regions	Code
Newfoundland	05	Toronto, Ontario	15
Prince Edward Island	06	Northern Ontario	16
Nova Scotia	07	Other, Ontario	17
Moncton, New Brunswick	08	Manitoba	18
Other, New Brunswick	09	Saskatchewan	19
Nat. Cap. Reg., Quebec	10	Alberta	25
Nat. Cap. Reg., Ontario	11	British Columbia	26
Montreal, Quebec	12	Yukon	27
Quebec City, Quebec	13	Northwest Territories	28
Other, Quebec	14	Nunavut	64
		Outside Canada	29

14. SAY:

Now complete sections **D**, **E** and **F**. Wait before completing sections **G** and **H**.

15. Pause while candidates complete the sections and then SAY:

In Section **G**, write the three-letter code for your department if you are an employee of the federal government. It is important to indicate the correct three-letter code. For example, the acronym for Parks Canada is not PAC, but CAP. If you are not sure of the code, raise your hand and I will give it to you.

You can refer to Appendix 3 for the organizational codes.

16. Then SAY:

In Section **H**, print your occupational group, sub-group, and level. For example, if you are an ST-SCY-4, you would print "ST" in the space for group, "SCY" in the space for subgroup, and "04" in the space for level. Leave the sub-group section blank if you do not have a sub-group or if you don't know your sub-group.

Verify that all the required information has been entered correctly on the answer sheets.

17. Then SAY:

Leave the bottom two sections of the page blank (except for an SLE test), and turn your answer sheet over to the other side*.

*Do not instruct the candidates to turn their answer sheet over when the test does not require the use of the back page.

3.5 Distribution of test booklets

1. SAY:

I will now distribute the test booklets. Please do not open these booklets until I tell you to do so.

A **test session attendance sheet** will be circulated. When I give you the sheet, print and sign your name **beside your test booklet number which is already printed on the sheet**. Please have your photo identification ready for inspection.

Distribute a test booklet to each candidate and ask each of them to print and sign his or her name on the Test Session Attendance Sheet beside his or her test booklet number. Ensure that the sheet is properly filled out before collecting it and continuing to the next candidate.

4. TEST ADMINISTRATION

Section 4.1 below covers general instructions that you must follow for the administration of all tests. Section 4.2 describes the procedure to follow for administering a test without sub-tests. If the test has sub-tests (i.e., separately timed sections), follow the procedure in Section 4.3.

You must be completely familiar with the test booklet before you administer the test. Find out if there are sub-tests. Locate the first page of instructions and the first page of test questions of the test or reach sub-test. Read the instructions of the test or sub-tests carefully, and make sure you understand how to answer the test questions. Finally, practice administering the test.

4.1 General Instructions

1. You must **read aloud** all instructions in the test booklet. Be familiar enough with the text to know when to emphasize a point and when to pause. While you read, look at the candidates from time to time, make sure they understand the instructions, and adjust your reading speed if necessary. Do not read the sample questions (examples).

Note: The instructions for **the SLE-Test of Written Expression in the Second Official Language (E651 or F651)** are provided in both English and French. You must read aloud the general and specific instructions found in the test booklet **in the language that is not being tested**. That is, if you are administering the E651, you must read aloud the general and specific instructions in French. If you are administering the F651, you must read aloud the general and specific instructions in English. Please do not read the sample questions aloud. Ask participants to read the sample questions silently.

2. Each time you come across a sample question, stop reading and invite candidates to answer the question by saying this: "**Try Example ___** (*give example number*)". Then pause long enough to allow candidates to read and answer the question themselves.
3. When you have finished reading the instructions, always ask candidates if they have any questions before giving the signal to begin the test or sub-test.
4. Answer the questions by repeating the part of the instructions that is applicable. Do not give additional explanations since this could bias the test results.
5. Adhere strictly to the time limit by using an accurate timepiece or a stopwatch. The working time for each test and sub-test is the exact time between the signals "BEGIN" and "STOP". Make sure the stopwatch has been reset to zero before you start it.
6. You must remain in the testing room with the candidates at all times. During the testing session, walk around the room periodically to ensure that the candidates are filling out their answer sheets properly and are using **only** the permitted material (as indicated in the

test booklet). Also check that candidates are **not writing on the test booklets**, unless they have been told to do so in the test instructions.

7. Make sure that the candidates always have their test booklets open at the right place or at the right sub-test. While you read the instructions, they are not permitted to look at the test questions. When the test consists of sub-tests, make sure that all candidates are working on the current sub-test and that no one is looking at a preceding or following sub-test. Pay special attention to candidates who have completed a sub-test before the time is up, as they might want to go back to a sub-test they did not have time to complete.

4.2 Administering a Test Without Sub-tests

1. Once all candidates have received a test booklet, open your test booklet to the page entitled “NOTE” and **SAY**:

Open your test booklet to the page entitled “**NOTE**” or “**General Directives**”.
Read the instructions silently while I read aloud.

READ ALOUD all the test instructions that appear in the test booklet before the first page of test questions, according to instructions 1 to 4 in Section 4.1. Tell the candidates to turn the page when you turn the page.

Note: The instructions for **the SLE-Test of Written Expression in the Second Official Language (E651 or F651)** are provided in both English and French. You must read aloud the general and specific instructions found in the test booklet **in the language that is not being tested**. That is, if you are administering the E651, you must read aloud the general and specific instructions in French. If you are administering the F651, you must read aloud the general and specific instructions in English. Please do not read the sample questions aloud. Ask participants to read the sample questions silently.

2. When you have answered all the candidates' questions, turn to the first page of test questions and **SAY**:

Turn to page ____ (give the page number of the first page of test questions)
and begin the test.

Start the stopwatch or write down the exact time at which the test begins. Walk around the room, checking to ensure that all candidates are marking the answer sheet correctly.

3. When the time limit for the test is reached, **SAY:**

Stop. The time is up. Please put your pencils down, close your test booklets and remain seated until I have collected **all** the testing material.

4. Go around and collect **all** the testing material you have distributed, including the rough paper. Indicate that each test booklet has been collected by placing a check mark and your initials on the Test Session Attendance Sheet in the "Test Booklets Returned" column. Do not allow candidates to leave the room, talk to one another or continue working on the test while you are collecting the test material. If you have other persons helping you during the testing session, one should remain at the exit to ensure that candidates do not leave with any testing material.

5. When you are sure that you have collected all the test material, **SAY:**

The testing session is over. Thank you for your cooperation. You may now leave.

4.3 Administering a Test With Sub-tests

1. Once all candidates have received a test booklet, open your test booklet to the page entitled "NOTE" and **SAY:**

Open your test booklet to the page entitled "NOTE". Read the instructions silently while I read them aloud.

READ ALOUD the instructions in the note.

2. Turn to the page entitled "GENERAL INSTRUCTIONS" and **SAY:**

Turn to the page entitled "GENERAL INSTRUCTIONS".

READ ALOUD the general instructions.

3. Turn to the first page of instructions for the sub-test you are administering and **SAY:**

Turn to page ____ (*give the page number*) for the instructions of sub-test _____ (*give the name or number of sub-test*)

READ ALOUD the sub-test instructions according to instructions 1 to 4 of Section 4.1.

4. After you have answered all candidates' questions, turn the page and **SAY:**

Turn to page ____ (*give the page number of the first page of sub-test questions*) and begin the sub-test.

Start the stopwatch or write down the exact time at which the test begins. Walk around the room, checking to ensure that all candidates are marking the answer sheet correctly.

5. When the time limit for the sub-test is reached, stop the stopwatch, reset it, and **SAY:**

Please stop. The time is up. Please put your pencils down.

6. Repeat steps 3, 4 and 5 above for each sub-test. When you have finished with the last sub-test, go to step 7.

7. SAY:

Stop. The test is over. Please close your test booklet and remain seated until I have collected **all** the testing material.

8. Go around and collect all the testing material you have distributed, including the rough paper. Indicate that each test booklet has been collected by placing a check mark and your initials on the Test Session Attendance Sheet in the "Test Booklets Returned" column. Do not allow candidates to leave, talk to one another or continue working on the test while you are collecting the test material. If you have other persons helping you during the testing session, one should remain at the exit to ensure that candidates do not leave with any testing material.

9. When you are sure that you have all of the test material, SAY:

The testing session is over. Thank you for your cooperation. You may leave now.

5. ADMINISTRATIVE PROCEDURES AFTER THE TEST ADMINISTRATION

If you have administered an SLE test, complete the two SLE sections of the answer sheet as described in Section **5.1** below. If the test is not an SLE test, go to Section **5.2**.

5.1 Completion of the SLE Sections of the Answer Sheet

1. Reason for SLE

This field is mandatory for all language tests. Please ensure that you darken the **one circle** that corresponds to the reason for administering the test. A description of the various reasons for testing may be found in Chapter II of the *Second Language Evaluation: Administrative Procedures Manual*.

2. Examiner

This field is mandatory for departments that are delegated to administer language tests. Print the number that has been assigned to you as a registered SLE examiner of the PPC. A three-digit number must be preceded by a zero.

3. Required level

This field is mandatory for all language tests. Darken the circle that corresponds to the level of skills required in reading or writing in the second language.

4. Test centre identification code

This field is mandatory for departments that are delegated to administer language tests. Enter the code which your SLE test centre has been assigned by the PPC.

5. Requesting department

Enter the code of the department or organization which has requested the testing of the candidate. A list of organizational codes may be found in Appendix 3. **Be sure to check the code against the list provided because it is very important that the correct code is entered.**

5.2 Returning the Test Material

1. Assemble the answer sheets in a neat pile, making sure there are no protruding edges that may be bent or torn in transit. Place any answer sheets which have a note explaining a testing problem or irregularity on the top of the pile. **Do not fold, staple, pin or in any way fasten the answer sheets together.**

2. For tests other than delegated SLE tests, put all the answer sheets and all the test booklets into the PSC envelope (PSC 34). Mark "**PROTECTED**" on the front and back of the envelope, and seal it. Test booklets may be packaged separately if there are too many to fit in the envelope provided. Wrap them securely or use boxes. Boxes should be taped securely. Mark "**PROTECTED**" on each side of the package and put the envelope with the answer sheets on top.

Note: If you have delegation of SLE test material, return only the answer sheets in an envelope from your department with a copy of the Attendance Sheet. **Please indicate the method you prefer to receive your tests results. By facsimilie, please provide your facsimile number or by mail, please provide your complete mailing address and area code and telephone number.**

3. On the front of the PSC envelope, print the required information:

Examination Name and Number,

Competition Number,

Total Number of Answer Papers (*completed answer sheets only*),

Place of Examination (*department and complete address, including city & province*)

Date (*Year/Month/Day*)

Presiding Supervisor (*printed name and signature of test administrator*)

Responsible Staffing Officer (*printed name and signature*)

4. Place the envelope or package in a second envelope or wrapping for shipping.

5. The return address is:

Public Service Commission of Canada

Personnel Psychology Centre

17th Floor, Room A1760

300 Laurier Avenue West, West Tower

Ottawa, Ontario

K1A 0M7

For tests other than **delegated** SLE tests, use the PPC address label (PSC 2927) that you were sent with the test material.

6. Unless otherwise stated, **all** testing material must be returned to the PPC immediately after use. It must be sent by **registered mail or courier**. **Never use regular mail.**

7. Destroy any rough paper that was distributed to candidates in a secure manner (e.g., using a shredder).

8. Please make a copy of the Test Session Attendance Sheet and return it to the PPC. It is advised that the Responsible Human Resources Officer retain the original.

APPENDIX 1

MONITOR'S RESPONSIBILITIES

Note: Monitors must be Public Servants.

As a monitor, you are responsible for a group of 25 candidates. This responsibility includes assisting in:

1. setting up the testing room;
2. seating candidates;
3. responding to candidates with disabilities and special cases*;
4. distributing tests and test-related material;
5. ensuring that candidates use the HB pencils provided;
6. circulating among candidates to ensure that they are completing their answer sheet properly, do not write in the test booklets, and are not cheating;
7. ensuring that candidates fill out the Test Session Attendance Sheet properly;
8. dealing with any problems that arise within your group of candidates;
9. ensuring that all test material is collected and accounted for at the end of the testing session before any candidates leave the testing room.

***CANDIDATES WITH DISABILITIES AND SPECIAL CASES**

1. If any candidate informs you that he or she has a disability which could affect test performance, tell the candidate of the option to take the test at another time. If the candidate chooses this option, take his/her name and telephone number and give it to the test administrator.
2. If any candidate wishes to withdraw from the testing session once it has begun, you must have the candidate write down the reason why on his or her answer sheet: "I DO NOT WISH TO HAVE MY TEST SCORED. I VOLUNTARILY WITHDRAW FROM THIS EXAMINATION BECAUSE OF ". The candidate must sign his or her name beside this statement and indicate the time of his or her withdrawal. Make a note that he or she has withdrawn on the Test Session Attendance Sheet and keep his or her answer sheet separate.
3. If any candidate declares a conflict of interest, inform the candidate that he or she may take the present test, but make a note of the candidate's statement on a separate sheet of paper and put it with his or her answer sheet at the end of the testing session.

THIS GUIDE CAN BE REPRODUCED ON SITE



**TEST SESSION
ATTENDANCE SHEET**

**REGISTRE DE PARTICIPATION
À L'EXAMEN**

• This form can be reproduced locally

• Ce formulaire peut être reproduit sur place

Name of test - Nom de l'examen	Test number - Numéro d'examen	Date of test Date de l'examen	Y-A	M	D-J
--------------------------------	-------------------------------	----------------------------------	-----	---	-----

DEPARTMENT INFORMATION (if applicable) - RENSEIGNEMENTS SUR LE MINISTÈRE (s'il y a lieu)

Department name - Nom du ministère	Group and level of position to be filled Groupe et niveau du poste à pourvoir	Competition number - Numéro du concours
------------------------------------	--	---

PSR INFORMATION (if applicable) - RENSEIGNEMENT POUR FIN DU RPS (s'il y a lieu)

Location of test (i.e. institution) - Lieu de l'examen (c.-à-d. établissement)
--

ATTENDANCE RECORD - RELEVÉ DES PARTICIPANTS / PARTICIPANTES

Candidate's name (in print) Nom du candidat ou de la candidate (caractères d'imprimerie)	Candidate's signature Signature du candidat ou de la candidate	Test booklet number Numéro du cahier d'examen	Test booklet returned Cahier d'examen remis	Other test material returned Autre matériel d'examen remis
			√	√
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				
11.				
12.				
13.				
14.				
15.				

You can include additional names on the reverse side of this form
Vous pouvez ajouter d'autres noms au verso de ce formulaire

TEST ADMINISTRATOR - EXAMINATEUR / EXAMINATRICE	
Name - Nom	Telephone no. N° de téléphone
	Ar. code - Ind. rég.
Position title - Titre du poste	
Signature	Date

ATTENDANCE RECORD (continued) - RELEVÉ DES PARTICIPANTS / PARTICIPANTES (suite)

Candidate's name (in print) Nom du candidat ou de la candidate (caractères d'imprimerie)	Candidate's signature Signature du candidat ou de la candidate	Test booklet number Numéro du cahier d'examen	Test booklet returned Cahier d'examen remis	Other test material returned Autre matériel d'examen remis
			√	√
16.				
17.				
18.				
19.				
20.				
21.				
22.				
23.				
24.				
25.				
26.				
27.				
28.				
29.				
30.				
31.				
32.				
33.				
34.				
35.				
36.				
37.				
38.				
39.				
40.				

Appendix 3

Departmental/Organizational Codes

ORGANIZATION	CODE
Agriculture and Agri-Food, Department of	AGR
Assisted Human Reproduction Agency of Canada	RAP
Atlantic Canada Opportunities Agency	ACO
Atomic Energy of Canada Limited	AEC
Auditor General of Canada, Office of	AUD
Business Development Bank of Canada	FBD
Canada Border Services Agency	BSF
Canada Council for the Arts	CCL
Canada Emission Reduction Incentives Advisory Board	REI
Canada Industrial Relations Board	CLR
Canada Investment and Savings	DET
Canada Revenue Agency	NAR
Canada School of Public Service	CES
Canadian Artists & Producers Professional Relations Tribunal	APT
Cdn. Centre for the Independent Resolution of First Nations Specific Claims	IRN
Canadian Commercial Corporation	CCC
Canadian Council of Ministers of the Environment	CRE
Canadian Dairy Commission	CDC
Canadian Environmental Assessment Agency	EAA
Canadian Food Inspection Agency	ICA
Canadian Forces Grievance Board	FCG
Canadian Forces (Military personnel)	NFD
Canadian Forces Non- Public Funds	FPF
Canadian Grain Commission	CGC
Canadian Heritage, Department of	PCH
Canadian Human Rights Commission	HRC
Canadian Human Rights Tribunal	PTP
Canadian Intergovernmental Conference Secretariat	CIC
Canadian International Development Agency	IDA
Canadian Institutes of Health Research	CRI
Canadian International Trade Tribunal	BCO
Canadian Nuclear Safety Commission	CSN
Canadian Polar Commission	POL
Canadian Radio-Television & Telecommunication Commission	RTC
Canadian Security Intelligence Service	CSI
Canadian Space Agency	CSA
Canadian Transportation Agency	ATN
Canadian Tourism Commission	TRC
Canadian Transportation Accident Investigation & Safety Board	TSB
Canadian Wheat Board	CWB
Chief Electoral Officer, Office of the	CEO
Citizenship and Immigration, Department of	IMC
Commissioner of Federal Judicial Affairs, Office of the	FJA
Commissioner of Official Language, Office of the	COL
Communications Security Establishment	CSE

Competition Tribunal, Registry of the	RCT
Conflict of Interest and Ethics Commissioner, Office of the	CIE
Copyright Board	COP
Correctional Service of Canada	PEN
Correctional Investigator of Canada, Office of the	OCI
Courts Administration Service	CAJ
Defence Construction (1951) Ltd	DCL
Director of Public Prosecutions, Office of the	PPD
Director of Soldier Settlement, Office of the	SST
Economic Development. Agency of Canada for the Regions of Quebec	FRD
Energy Supplies Allocation Board	ESR
Environment, Department of the	DOE
Export Development Canada	EDC
Finance, Department of	FIN
Financial Consumer Agency of Canada	FNA
Financial Transactions & Reports Analysis Centre of Canada	CFC
Fisheries & Oceans, Department of	DFO
Foreign Affairs & International Trade, Department of	EXT
Governor General's Secretary, Office of the	GGs
Hazardous Materials Information Review Commission	MHI
Health, Department of	SHC
House of Commons (Employees)	HOC
Human Resources & Social Development, Department of	CSD
Immigration & Refugee Board, Department of	IRB
Indian Affairs & Northern Devel., Department of	IAN
Indian Oil and Gas Canada	IOG
Indian Residential Schools Resolution of Canada, Office of	IRA
Industry, Department of	DUS
Information & Privacy Commissioners of Canada, Office of	IPC
Infrastructure of Canada, Office of	INF
International Joint Commission	IJC
Justice, Department of	JUS
Library and Archives of Canada	BAL
Military Police Complaints Commission	CPM
NAFTA Secretariat (Canadian Section)	CST
National Arts Centre Corporation	NAC
National Battlefields Commission	NBC
National Capital Commission	NCC
National Defence, Department of	DND
National Energy Board	ENR
National Farm Products Council	FPN
National Film Board	NFB
National Parole Board	NPB
National Research Council of Canada	NRC
National Round Table on the Environment & the Economy	NEE
Natural Resources, Department of	RSN
Natural Sciences and Engineering Research Council	NSE
Northern Pipeline Agency	NPA
Northwest Territories, Government of the	NWT
Parks Canada Agency	CAP

Passport Canada	PPT
Patented Medicine Prices Review Board	PXR
Prairie Farm Rehabilitation Administration	REA
Privy Council Office	PCO
Public Health Agency of Canada	AHS
Public Appointment Commission	PCM
Public Safety & Emergency Preparedness, Department of	PSP
Public Service Commission	PSC
Public Service Human Resources Management Agency of Canada	HRH
Public Service Labour Relations Board	RLT
Public Service Staffing Tribunal	TSD
Public Works and Government Services, Department of	SVC
Royal Canadian Mint	MNT
Royal Canadian Mounted Police (Civilian Staff)	RCM
Royal Canadian Mounted Police External Review Committee	REC
Royal Canadian Mounted Police (Force Members)	GRM
Royal Canadian Mounted Police Public Complaints Commission	RPP
Security Intelligence Review Committee	SIR
Seaway International Bridge Corporation Limited	SIB
Senate (Employees)	SEN
Service Canada	SCA
Social Sciences & Humanities Research Council	SSH
Standards Council of Canada	STD

