Pennsylvania Account Admin Training Webinar

Tuesday, February 12, 2019

10:00 AM

Agenda

- Tour the new Testing Center interface
- Learn all the ways to view and manage candidates
- Understand new responsibilities for account administrators
- See the new feedback and reporting functions

Role: Account Administrator

Who is an Account Administrator?

- An employee at an organization who:
  - Oversees the completion of candidate theory and performance assessments
  - Oversees candidate registration and test purchases
  - Assigns evaluators and proctors

In the new Testing Center, you can:

• Streamline the Registration Process

• View Any Candidate at Your Organization

• Add Notes to Candidate Profiles

• Customize Notification Emails

• View Test Feedback

**Duplicate emails will
no longer be allowed in 2020.**

Manage Candidates

Testing Center Live Demo

In the new Testing Center, you can:

• Have Receipts Emailed Directly To You

• Make Centralized Payments

• Access Detailed Order Receipts 24/7

Payments

Testing Center Live Demo

Process Changes

- **Assigning Proctors and Evaluators**
  - Account administrators are responsible for assigning proctors and evaluators.
  - This change provides a **full digital record of the candidate's credentialing process**, plus:
    - Reduces paperwork by submitting affidavits electronically
    - Adds due dates for affidavits
    - Candidate and account admins can view submitted affidavits online
    - Built-in testing roster for proctors
    - Improves testing security
  - Accommodations are available for high volume testing locations with frequent proctor assignments. Contact NIMS for more information.

Process Changes

- **Proctor Logs In On Test Day**
  - Proctors have to login to get a generated code.
  - Candidates must be assigned to the proctor for the code to work.

Process Changes

- **Submitting Performance Affidavits**
  - There is a new role in the testing center called an Evaluator, and they are responsible for submitting affidavits online.
    - If you have an existing NIMS account, the role will need to be added to your account.
    - If you do not (most MET-TECs), you will register as an evaluator.

Action Items:
- Ask your MET-TECs to register as evaluators and prepare to submit affidavits online
- Tell NIMS if you sign affidavits, and for which credentials

Paper affidavits will no longer be accepted beginning July 1, 2019.

Assigning Candidates

Testing Center Live Demo

In the new Testing Center, you can:

- **Pull On-Demand Credentialing Reports**
  - Account Code Activity
    - Transactions that happened during a specified date range on any account code.
  - Credentialing Activity
    - All credentials earned by candidates at your organization within a specified date range.
  - Performance Activity
    - Status of performance affidavits submitted for candidate at your organization within a specified date range.
  - Testing Activity
    - All tests taken by candidates at your organization within a specified date range, including both pass and fail results.

Reports

Testing Center Live Demo

What do Account Administrators do in the credentialing process?

What needs to happen before this step?		How often does this step happen?
Admin needs to register and be approved by NIMS	OPTIONAL*: Admin mass registers Candidates and opts-in to notifications that are sent to that Candidate OPTIONAL*: Admin pays for registration	Once
Candidate must be registered	OPTIONAL*: Admin purchases a subscription for each Candidate	Annually
Candidate must have an active subscription for that credential (or an unused individual test purchase)	**Admin assigns Evaluator for particular credential** Admin receives email notification that affidavit was submitted (if opted-in) Admin can view affidavit submission	**Admin assigns Proctor for certain test** Admin receives email notification of test result (if opted-in) Admin can view test results and feedback	Occurs for every credential earned by a Candidate
All affidavits have been received (with a majority passing) and test has been passed	Email notification sent to Admin that credential was awarded (if opted-in) Admin can view and print earned credentials at any time	After Candidate has earned at least one credential

*The term "optional" here means that the candidate can do it or the account admin can do it—it still needs to be completed by someone.

Role: Proctor

Old Process

- Proctor registers with NIMS and creates their own proctor code
- Candidate completes performance and has affidavit added to account
- Test is purchased on candidate account
- Proctor launches test on candidate's account by typing in their code they created

Cons:
- Testing security risks
- No accessible record of proctor history
- No formal reporting mechanism

What do Proctors do in the credentialing process?

What needs to happen before this step?		How often does this step happen?
Organization must be registered and approved by NIMS	Proctor registers themselves on the NIMS website Account is approved by NIMS Staff and confirmation email is sent	Once
Account Administrator must assign Candidate to **this Proctor** for **the exact test** to be taken	Proctor verifies Candidate identity and removes prohibited items from the testing area Proctor logs into Testing Center to get generated proctor code Proctor provides code to assigned Candidate(s) Proctor remains in testing area to observe until Candidate(s) submit their test(s)	On every testing day
Candidate must submit the test	Proctor can view previously proctored sessions and pass/fail results Proctor can flag test session for cheating or any other reason NIMS should investigate a test submission	Available for every test session that a Proctor observes

Accommodations are available for high volume testing locations with frequent proctor assignments. Contact NIMS for more information.

Proctor Test

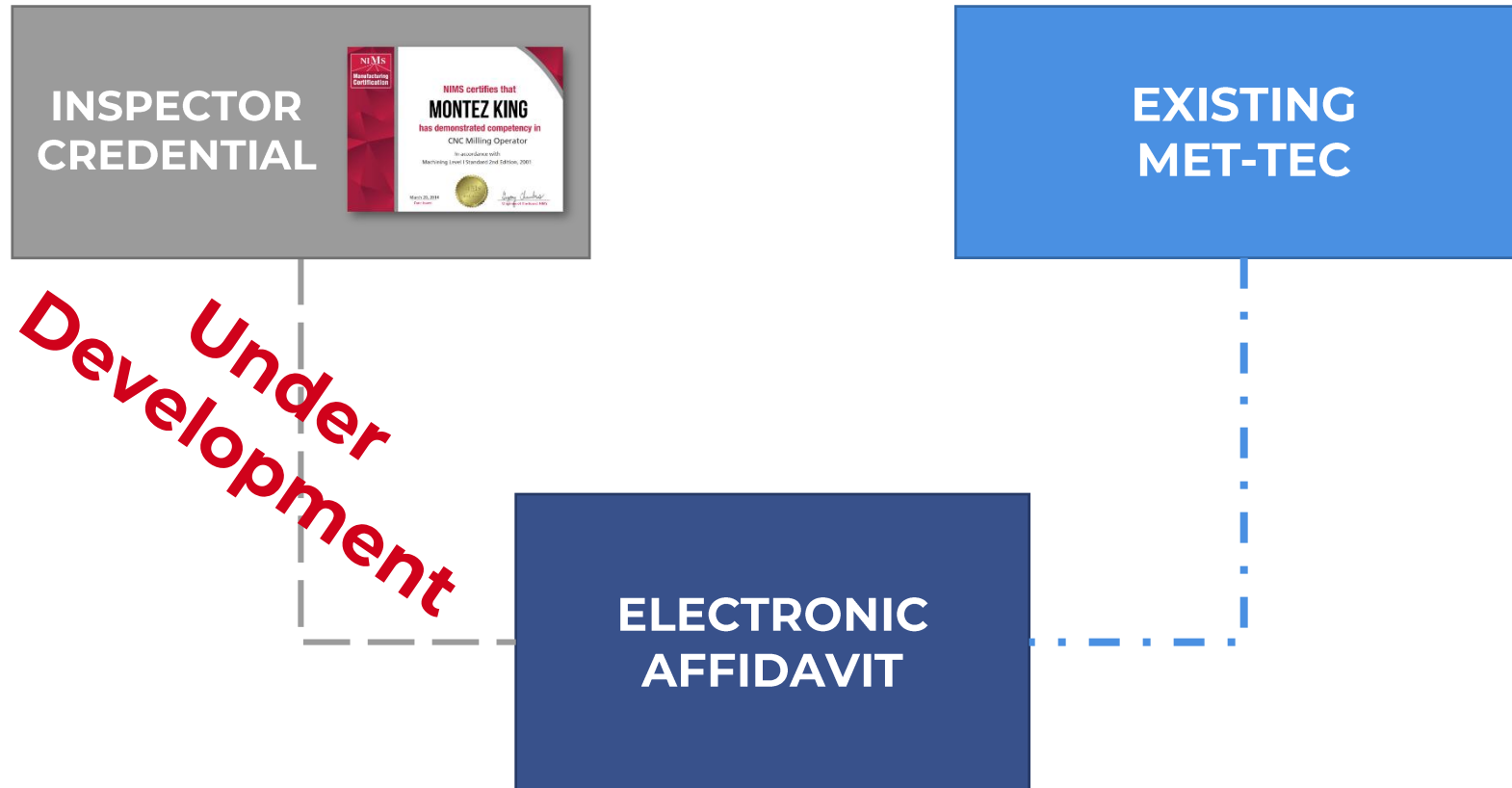Testing Center Live Demo

Role: Evaluator

Who is an Evaluator?

- Anyone who signs off on affidavits
  - CARs: Instructors/Trainers/Supervisors
  - Prints: MET-TEC Members
    - Actively employed by a metalworking company
    - Experience as a manager, supervisor, metalworker, and/or quality control specialist
    - A minimum of five (5) years of experience in the field
    - *Optional:* A journeyperson's certificate for a metalworking occupation

Benefits of Electronic Affidavits

- Reduce paperwork and faster turnaround

    - No more emailing or keeping track of paper affidavits, you submit them directly to NIMS online.

- Submit affidavits from anywhere

    - Use your computer, tablet, or even your phone!

- Better workflow management

    - See a personalized list of affidavits to be submitted, due dates, and all past evaluations you've submitted in one place.

Project Validation Options

INSPECTOR CREDENTIAL

EXISTING MET-TEC

Under Development

ELECTRONIC AFFIDAVIT

Submit Affidavit

Testing Center Live Demo

What do Evaluators do in the credentialing process?

What needs to happen before this step?		How often does this step happen?
Organization must be registered and approved by NIMS	Evaluator registers themselves on the NIMS website Account is approved by NIMS Staff and confirmation email is sent	Once
Account Administrator must assign Candidate to **this Evaluator** for **the exact affidavit** to be submitted	Candidate completes project OR completes performance scenario under observation by Evaluator Evaluator logs in to Testing Center Evaluator submits affidavit electronically	For every Candidate performance evaluated
A previously submitted affidavit must be on file	Evaluator can view previously submitted affidavits Evaluator can submit modification to NIMS for any submitted affidavit, in case of errors or cheating	Available for every affidavit an Evaluator submits