



ADMINISTRATOR TRAINING MANUAL

Developed by

NALS...*the association for legal professionals*

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Overview of PP/PLS/ALS Administrator Program

In an effort to make the PP, PLS, and ALS examinations accessible to more applicants, the NALS Certifying Board uses Certified PPs and school instructors to administer the examinations. This allows the examinations to be given at more locations and provides easier access to examinees so they don't have to travel so far. Additionally, familiar surroundings for examinees makes them feel more comfortable in the testing environment.

Administrators

Qualifications. NALS members who have already obtained PP certification are encouraged to administer the PP, PLS, and ALS exams in their local area. Nonmember certified PPs may also administer the exams. Administrators may also be instructors who are employed by educational institutions. Administrators may assist with PP/PLS/ALS study groups within their chapters and states. NOTE: PLSs may give the PLS and ALS exams and likewise ALSs can give the ALS exam.

Training. Exam administrators must complete the administrator's training program every two (2) years. If you are interested in serving as an administrator for the PP, PLS, and ALS exams, you must submit an application to the NALS Resource Center before you administer the exam for the first time. The application also requires two recommendations and can be any two of the following: NALS board member, state president, state NALS liaison, or chapter president. You must also complete the training manual by taking the self-test and executing the Affirmation at the back of this booklet. The self-test does not need to be returned to the Resource Center; it is for your own files.

Restrictions. Exam administrators who are not already certified in the exam in which they are giving may not sit for a certification exam for five (5) years following the last exam administration date.

Confidentiality. Administrators must sign a confidentiality statement each time they administer the exams. Disclosure of any information about the content of the exams will result in revocation of certification.

Site Selection. Securing a good location for the examinations is very important. Preferably, the site should be available free of charge. (Payment for centers must be preapproved by the Education and Certification Manager.) The site should also be large enough to accommodate expected attendance. Your site should have adequate working space (desks, conference tables, etc.) to provide room and privacy. (Remember, PLS Part 4 and ALS Part 3 have papers that examinees need to spread out.) The location should be easy to locate and should have adequate parking. The site must be available on the first Saturday in March and the last Saturday in September. Keep in mind that the surroundings should be conducive to testing. Suggested locations include schools, universities, and colleges; conference rooms in law offices or court reporting offices; churches that may have school-type rooms available; and community centers. Be aware of any items needed to help make the testing room adequate (including "Quiet--Testing in Progress" signs). If the testing site is in an unfamiliar or hard-to-find location, post signs to help direct examinees. If a hotel or school room is

a selected site, be aware of activities that may be scheduled in adjacent rooms.

Prior to Exam Day

Getting Your Materials. Once you receive the testing materials, you should review the contents of the box/packet. Since instructions change periodically, no matter how many times you have previously administered the examinations, you should read the entire administrator’s manual each time.

Inventory. Inventory the material received and verify it with the enclosed inventory sheet(s); you will receive a separate inventory sheet for the ALS, PLS, and PP exams. It may be helpful to put the parts of the exam in the order in which they will be given, together with the appropriate number of answer sheets. You should ensure that all pages of the exam are complete and legible. Listen to the entire tape and make sure all of the dictation is on it; read along with the oral instructions included in the PLS administrator’s manual. There is a checklist in the administrator’s manual to help you with what should be done prior to, the day of, during, and after the exam. You will also receive an extra set of each exam to be used in case an examinee is missing any page(s) from their test materials.

Supplies. You will need to provide the following supplies:

paper clips	staple remover (have several, if possible)
scratch paper (any color) (examinees may also write on the test)	a supply of #2 pencils (make sure you have plenty of extras)
pencil sharpener (if one is not available in the examination room)	cassette player (for PLS Part 4)
tissues	highlighter
Clock (You may want to use a different one than the one in the examination room. A timer can be useful, particularly if giving all three types of exams. Put the clock in a visible place, but not right in front of the examinees. They shouldn’t constantly be aware of the clock and become stressed over it. A digital clock, or at least one that doesn’t make a “tick-tock” sound is suggested. Even a fairly quiet clock becomes much louder in the examination room. If giving all three exams, it is suggested that you use a timer for one and a clock for the other.)	

Security

Testing Area. Remember to keep the test materials secured at all times; lock the testing room when you leave or take the test materials with you. Only examinees should be allowed in the testing room.

Breaks. Instruct examinees that restroom breaks are permitted, but only one person may leave the room at a time and all purses and/or study materials (if any) must remain in the room. Examinees should not be permitted to leave the room with anything pertaining to the exam in their possession.

Exam Day

Your arrival. Arrive early to check the examination site, post any signs that may be needed, and get

everything ready.

Examinees' arrival. All examinees should arrive in time for the exam. Of course, there are always extenuating circumstances which might delay an examinee. If an examinee arrives late, and is scheduled to take the exam for the first time, he or she is required to sit for all sections at one sitting. Administrators are not required to stay several hours past the last exam in order for any late examinee(s) to take his or her section(s) of the exam. If it is not convenient for you to stay, the examinee will have no choice but to take the section(s) at the next testing date. First-timers cannot sit for some sections on one testing date and take the rest of the exam on the next national testing date. If you are in doubt about the proper procedures, contact the Resource Center on exam day. (See below.)

Identification. The examinees should show you their admittance sheet (except with ALS exams given in conjunction with the Legal Training Course or July exams given in conjunction with regional conferences) and photo identification for March and September exams. As long as the examinee has photo identification, he or she may take the examination if she or he doesn't have the admittance sheet. You should compare the admittance sheet to the master list. Examinees should sign below their printed name on the master list. Note anyone who does not show up for the exam. Examinees may refer to their admittance sheets for their Social Security number. If there are any corrections to be made to the examinees' information, they need to be made on this form. Changes in information on other forms will not be processed. Examinees testing in May, June, July, and December are NOT mailed admittance sheets. Please contact the NALS Resource Center if you have any questions about identification issues.

Confidentiality. Examinees should sign the pledge of confidentiality form in ink and fill in the other requested information.

Personal Belongings. Examinees should place all unauthorized materials in a central location prior to beginning the exam. If examinees have gum or candy, etc., ask them to unwrap it prior to the exam so they avoid making noise during the exam.

During the Exam

Distribution of Test Materials. Only one part of the examination should be in the hands of the examinees at any one time. Examinees are permitted to write on the test materials and are encouraged to take the materials apart, if that is helpful.

Requirements. Examinees should write their name and Social Security number (required) on the test packet. Examinees should put the time started on the cover of each section of the exam and the time completed. If an examinee does not fill in the start or completion time, please be sure to fill it in for them.

Breaks. Never rush the examinees from one part of the exam to the next part. Even if examinees are anxious to start the next part of the exam, encourage examinees to take advantage of the full time of the break; do not allow one or two examinees to rush other examinees. Try to make them take at least 10 minutes between parts. Encourage them to go outside, if possible, for fresh air and true light.

Testing Times. Testing times may be adjusted as necessary, especially if all three exams are being given or if you are only giving retakes. Make a note of any schedule changes you may make on the exam inventory sheet. Try to start the exam on the hour, half hour, or quarter hour; it will make it easier for the examinees.

Marking the Answer Sheets. Make sure the examinees use only #2 pencils; other types of pencils or pens cannot be scanned by the computer equipment. A sample answer sheet is included in this training manual. Information to be completed includes:

(a) The part of the exam being taken is placed in the course number box of the answer sheet (i.e., ALS1 for Part 1, etc.) There are no alpha choices, so just leave those bubbles blank and then shade in the corresponding numeric choice for the part number.

(b) Fill in last name; skip a space, and fill in first name; shade in the “bubbles” below each letter of the names (fill in as much of the name as possible).

(c) The student ID space should be filled in with the examinee’s social security number. The examinee must complete all information on the answer sheet. This information is used by the Certifying Board in responding to questions from the American Council on Education (ACE) when seeking college credit.

(d) The section (sec.) field should be filled in with the testing date (i.e. September 2001 would be 901).

Making Corrections. Remind the examinees that the bubbles must be completely shaded in. Any stray marks on the answer sheet will affect the grading process. If examinees wish to change answers, they should erase the bubble entirely and completely shade in the new answer bubble.

Using the Answer Sheets and not the Test Materials. Care should be taken so that the examinees answer questions on the answer sheet, not the test materials. Although examinees may mark the answers on the test materials and then transfer them to the answer sheet, the answers will not count if they do not appear on the answer sheet.

Demonstration. Showing examinees the correct procedure for marking answer sheets is helpful. A sample is provided in the Administrator’s Examination Manual.

Information Requirements. Examinees should be sure to complete all information required. This information is used in responding to questions from the American Council on Education when seeking college credit.

Deductions of Time. Do not deduct the amount of time used for giving instructions (such as how to complete the answer sheet) or for filling in their name and other information on the answer sheet from the time allowed for the exam. Oral instructions in Part 4 should not be included in the time allowed to complete the exam.

Collection of Test Materials. Collect all test materials and answer sheets. Verify the name and Social Security number on both the test materials and the answer sheet against the master list; confer with the examinee if there is a discrepancy. Check to see if the start time and completion time is filled in. Do not staple the answer sheets to the test materials; place used scratch paper (if any) inside the test materials.

Violations by Examinees. Examinees should not be permitted to leave the room with anything

pertaining to the exam in their possession.

(a) *Cheating.* If you think someone is cheating, you should watch the examinee and be very careful. Don't confront the examinee. Let the NALS Resource Center know. Anyone found cheating on the examination or taking unauthorized materials from the room will not be certified regardless of the results and will be prohibited from taking the exam at any future time.

(b) *What To Do.* Violations by examinees should be reported immediately to the Chair and Vice Chair of the Certifying Board, c/o NALS Resource Center. Information on how to contact the NALS Education and Certification Manager at any time will be listed on the Inventory Sheets as well as in the Administrator's Manual.

After Exam Day

Returning Testing Materials. Since different exams are given each testing period, returning the used and unused test booklets is unnecessary since they are not reused. When the exams are completed, you are responsible for shredding and/or destroying all used and unused test booklets and scratch paper. If you do not have a shredder at your disposal, the used and unused testing materials can certainly be returned to the Resource Center.

You will need to return all completed confidentiality forms, answer sheets, and other materials to the Resource Center. Place everything in a return box/packet. (You may use the same envelope or box the materials were delivered in.) Put all of the answer sheets together for each part, with the answer sheets in alphabetical order (*i.e.*, all of Part 1 answer sheets would be together in alphabetical order, then Part 2 answer sheets in alphabetical order, etc.).

(a) *Inventory Sheet.* Mark the inventory sheet(s) before sealing the return box/packet. All items must be checked off and repacked when they are returned to NALS. Be sure to check the boxes to indicate whether you have shredded the used and unused testing materials or you are returning them with the other materials.

(b) *Pick-Up.* In your packet will be a pre-addressed Federal Express label for you to return your package. The label will have the NALS account number on it and will be marked for "third-day delivery." On the Monday following exam day, phone FedEx at (800) 463-3339 to arrange for pickup of your package, or you may drop your package at a Federal Express box or in the pickup at your office, if available. Delay in returning the testing materials only adds time to the examinees' waiting period to get their test results.

If test materials need to be picked up from an address other than the one the materials were sent to, please notify the NALS Resource Center. Please advise the Certification and Education Manager at the NALS Resource Center if the exams are not picked up by Federal Express by the Tuesday following exam day.

Miscellaneous

Complaints by Examinees. Do not encourage complaints. However, if examinees have complaints, they should write them on a separate sheet of paper and give it to you to send in with the exams.

Questions by Examinees. If an examinee thinks there is an error, you should respond that you will advise the Certifying Board of the potential error. If an examinee asks questions such as “I don’t understand...” or “Why are we being asked this?” you are not to respond to the questions. You should respond that you cannot answer these questions. Have the examinee make a note on a sheet of paper that will be forwarded to the NALS Certifying Board for its response. If you have comments as an administrator that should be directed to the NALS Certifying Board, please include them in the return box/packet.

Exam Results. Exam results are mailed 45 days after the exam date.

Emergencies. In an emergency, the administrator makes the difference on how people react. Don’t panic! Make people relax with some light comment. If you are upset, the examinees will become upset.

A Final Word

We hope you enjoy being an administrator. The NALS Certifying Board greatly appreciates your participation in this NALS program.

LET'S SEE WHAT YOU KNOW

CONGRATULATIONS! You've completed your PP, PLS, and ALS administrator training. You're ready to give the exams. Let's see if you know what to do and how to handle different situations.

1. The administrator must sign a confidentiality statement each time she or he administers the exam.

TRUE FALSE

2. The administrator must attend an approved administrator's training session every year.

TRUE FALSE

3. With respect to the site selection, which of the following is not true?

- a. NALS will pay \$50 per day for the use of the site.
- b. Site should be available all day Saturday.
- c. Site should be easy to locate and have adequate parking.
- d. Site should be large enough to accommodate expected attendance.

4. No matter how many times you have given the exam, once you receive the testing materials, you should do all of the following except:

- a. do not open the box and keep all testing materials locked until they are needed.
- b. listen to the entire tape for Part 4 and make sure all of the dictation is on it.
- c. read the entire administrator's manual.
- d. review and inventory the box/packet of testing materials.

5. Circle the supplies you will need to provide:

Paper clips	Staple remover(s)	Scratch paper
#2 pencils	Kleenex	Pencil sharpener
Tape player	Clock/Timer	Scissors
Scotch tape		

6. If you are giving all three exams, you should probably use the same clock in timing the exams.

TRUE FALSE

7. If you are giving all three exams, you can use the same room.
- TRUE FALSE
8. If the examinee does not bring the admittance sheet to the examination site but does have a picture I.D., which of the following should you not do?
- a. As long as the examinee has photo identification, she or he may take the examination.
 - b. Compare the admittance sheet to the master list.
 - c. If you aren't sure what to do, call the NALS Resource Center.
 - d. Send the examinee home.
9. Examinees may refer to their admittance sheets for their Social Security number.
- TRUE FALSE
10. An examinee shows up stressed and has a four-year-old child in tow because her babysitter has canceled. There are five other examinees taking the exam. She promises that the child will be quiet. As long as the child is going to be quiet, this is permissible.
- TRUE FALSE
11. If you are unsure of what to do in the situation above, what do you do?
- a. Call a PLS study group leader in your area.
 - b. Call the NALS Resource Center.
 - c. Call your state president.
 - d. Tell the examinee to call her boss.
12. Study materials should be:
- a. kept by each examinee beneath his or her desk.
 - b. kept on top of each examinee's desk.
 - c. left at home.
 - d. put in a central location in the front of the room.
13. If examinees have gum or candy, etc., ask them to unwrap it prior to the exam so they avoid making noise during the exam.
- TRUE FALSE
14. Only one part of the examination should be in the hands of the examinee at any one time.
- TRUE FALSE
15. Each examinee should write his or her name and Social Security number on the test

materials, along with the time started and the time completed.

TRUE FALSE

16. Examinees are not permitted to write on test materials and should not take the booklet apart.

TRUE FALSE

17. If an examinee is ready to go on to Part 2 of the exam, even if other examinees are still working on Part 1, you can give her Part 2 and let her get started.

TRUE FALSE

18. If examinees are anxious to start the next part of the exam, you should do so without taking a break.

TRUE FALSE

19. There is always someone available at or through the NALS Resource Center during the testing times that you can call if you have questions.

TRUE FALSE

20. Testing times should not be adjusted unless an emergency causes delay.

TRUE FALSE

21. When you collect the test materials, you should do all of the following except:

- a. confer with the examinee if there is a discrepancy.
- b. place scratch paper (if any) with test booklets.
- c. staple the answer sheets to the test booklets.
- d. verify name and Social Security number on both the test booklet and the answer sheet against the master list.

22. Which of the following is the only type of marking utensil examinees may use on the answer sheet?

- a. Flair markers.
- b. Only #1 pencils.
- c. Only #2 pencils.
- d. Pens.

23. With respect to marking the bubbles on the answer sheet, which of the following is not true?
- a. Any stray marks on the answer sheet will affect the grading process.
 - b. If an examinee skips a bubble and mismarks the answers, he or she will still receive credit for the mismarked answers.
 - c. If an examinee wishes to change an answer, he or she should erase the bubble entirely and completely shade in the new answer bubble.
 - d. The bubble must be completely shaded in.

24. Care should be taken so that examinees answer questions on the answer sheet, not the test booklet. If examinees forget to transfer their answers from the test booklets to the answer sheet, the answers will still count, even if they do not appear on the answer sheet.

TRUE FALSE

25. After an examinee is done with Part 3 of the exam, she complains that she didn't know x, y, and z would be on the exam, and you really don't need to know that stuff any more anyway! What do you do?
- a. After the exam, write the examinee a letter telling her how incompetent she is.
 - b. Tell her she does need to know that information.
 - c. Tell her to write the NALS Certifying Board and lodge a complaint.
 - d. Tell her you will make a note and let the NALS Certifying Board know about it.

26. You should deduct the amount of time used for giving instructions (such as how to complete the answer sheet) from the time allowed for the exam.

TRUE FALSE

27. Oral instructions in Part 4 should not be included in the time allowed to complete the exam.

TRUE FALSE

28. Examinees A and B need to use the restroom. What is the correct way to handle this?

- a. You let them both leave at the same time and both may take their purses.
- b. You let them both leave at the same time so long as they don't take their purses.
- c. You only let one examinee go at a time and each may take her purse.
- d. You only let one examinee go at a time and neither may take her purse.

29. An examinee shows up at 10:15 a.m. on Saturday to take three remaining parts of the PLS exam. She tells you her boyfriend forgot to wake her up and that's why she's late. She has already missed the first part and demands to take the part she missed. You are unable to stay late to allow her to take the part she missed. What do you do?
- Call the NALS Resource Center.
 - Let her stay late after everyone else is gone and make up the part she missed.
 - Let her stay to take the missed section if the administrator is available after she takes the other two sections. If not, the missed part may be taken the next day if the administrator is available, or at a later testing date.
 - Tell her she is not able to take any remaining parts of the exam and, since she missed one part already, she should leave and retake them at a later date.
30. If you think someone is cheating, you should do all of the following except:
- call and let the NALS Resource Center know.
 - confront the examinee immediately.
 - make a note of the circumstances.
 - watch the examinee carefully, but don't be obvious about it.
31. When the exams are completed, you should do all of the following except:
- alphabetize the answer sheets for your testing location.
 - keep all unused exams.
 - put all answer sheets for each part in alphabetical order in the return box on top of the test booklets.
 - put each examinee's answer sheets together.
32. When will FedEx pick up your box/packet of test materials, including unused tests?
- During the week immediately following the exam.
 - Keep all unused exams so you can conduct a study group and your students can review a prior exam.
 - Ten days after the exam.
 - Whenever you have them ready and call them to come pick up the package.
33. If an examinee doesn't understand an exam question, you may assist him or her in analyzing the question so he or she is in a position to answer it.
- TRUE FALSE
34. If an examinee has a complaint, he or she should write it on a separate sheet of paper and give it to the administrator to send in with the exams.
- TRUE FALSE

35. If an examinee thinks there is an error, your response should be that you will advise the Certifying Board of the potential error.
- TRUE FALSE
36. If the administrator panics and is upset, the examinees will become upset.
- TRUE FALSE
37. You are to give the exam to two examinees. You've already waited 15 minutes after the exam is supposed to start and no one has shown up. You should do all of the following except:
- a. call the NALS Resource Center.
 - b. leave a note that you have gone out to breakfast.
 - c. mark "no show" beside the names on the list of ALS/PLS examinees.
 - d. wait a few minutes longer.
38. Examinees can expect to have the results from the exam mailed
- a. sometime before the next exam is given.
 - b. two weeks after the exams are returned to NALS.
 - c. within 30 days after the exam.
 - d. within 45 days after the exam.
39. If you have three examinees who are sitting for retakes, as long as you indicate this change on the inventory sheet, you can adjust the testing order so that all parts can be given in a shorter period of time, *i.e.*, complete two parts in the morning.
- TRUE FALSE
40. It's Wednesday after the exam and FedEx still hasn't picked up the exam package. You should
- a. call or e-mail the Education and Certification Manager, at the Resource Center.
 - b. call FedEx to see what their problem is.
 - c. mail it by some other means.
 - d. wait until the end of the following week.

41. You receive a call from an examinee two days before the exam. The examinee says she has decided to postpone taking the exam because she hasn't had time to study. You tell her
- it's too late for her to make any changes.
 - she must come in and take it anyway.
 - to call the Education and Certification Manager.
 - to save her admittance sheet until the next exam is given.

There is no need to return this exam to the Resource Center. It was just to check yourself on what you've learned. You are now ready to administer the exams. Good luck, and remember, if you have any questions during the exam, call the NALS Resource Center at **(918) 582-5188, ext. 22!**

37. B	38. D	39. T	40. A	41. C	* no scissors or scotch tape needed
31. B	32. A	33. F	34. T	35. T	36. T
25. D	26. F	27. T	28. D	29. C	30. B
19. T	20. F	21. C	22. C	23. B	24. F
13. T	14. T	15. T	16. F	17. F	18. F
7. T	8. D	9. T	10. F	11. B	12. D
1. T	2. F	3. A	4. A	5. *	6. F