

MACS Proctor/Trainer Guidelines

Instructor's Outline

Preparation: Use a classroom setting, providing tables or arm desks, so participants can comfortably take the test at the end of the training session.

Make appropriate arrangements for viewing of the slide presentation. For instance, multiple monitors or a video projector may be necessary for larger groups. Use of a screen size suitable for the size of the class should also be considered for slide visibility.

Remember to have on hand an adequate supply of sharpened pencils with erasers for marking tests.

1. Upon arrival, participants must receive package containing the MACS training manual.
2. To open meeting, advise participants that they will be taking a 25 question test at the end of the training session, and that the test will be based on information presented in the slide presentation and instructor's comments.
3. Present information contained in "Introduction" from supplied script.
4. Present slide presentation. (Note: Additional information or emphasis may be added, but nothing substantial may be removed from the text, because the test is keyed to this information.)
5. Advise participants to read MACS training manual thoroughly, and keep it for reference, because it contains information that can help them avoid service problems.
6. If the training program is presented by an equipment manufacturer, information on operating that particular equipment may be presented.
7. Make the following announcements before distributing tests:
 - (a) The test I am about to distribute consists of 25 questions. You must correctly answer a minimum of 18 questions correctly to become certified. It is a closed-book test. You are not allowed to refer to any notes or printed material, or talk to others during the time the test is being administered.
 - (b) Mark only one answer for each question. If you mark more than one answer, your response will be scored as incorrect. If you have not passed the test, you will receive a letter and instructions on how to purchase a re-test.
 - (c) No discussion of questions or responses is allowed.

(d) Check your answers after you have completed the test. Make sure that you've only marked one answer for each question.

(e) When you receive your test, turn it over and fill in your name, home address, company name, ONLY Last four digits of Social Security number, and sign the test.

(f) Please print this information carefully, because it will be used by MACS to maintain its records and issue certification credentials to you. Don't start answering the questions until I tell you to begin.

8. Distribute the test and allow adequate time for participants to fill in the information requested on the back of the test.

9. When everyone is ready, announce that they will have 30 minutes to complete the test. Tell them to begin.

10. When the 30 minutes is up, collect the tests and make the following announcements:

(a) The tests will be returned to MACS for processing. If you have passed the test, MACS will forward your credentials to you.

(b) If you have not passed the test, MACS will send notification to you and instructions for purchasing

another test. (Don't make the latter statement until the program is complete and all tests have been collected.)

11. Review the identification statements on the back of each test (student information), and if any are incomplete or illegible, request that they be filled out correctly.

12. Dismiss the class.

13. Make a copy of the identification statements so that you can retain a record of all class participants.

14. Complete the MACS provided coversheet with name, address and phone number of the trainer and the date the class was given. ***Payment of \$24 per test (\$26.50 if each student pays separately), is expected before tests will be graded.***

15. Make a photocopy of the coversheet and tests to maintain for your records.

16. The coversheet, tests and payment should be mailed to: **MACS-EIF, P.O. Box 88, Lansdale, PA 19446**

Note: Do not send tests by FedEx or UPS, as the address provided is a post office box.