Training Description

All ProctorU employees give the partner institutions and their exam candidates top-tier customer service.

ProctorU has two levels for its proctors, Standard and K-12.

Standard proctors must have at least one year of customer service experience and pass an in-house technical aptitude exam. K-12 proctors monitor exams for minors in kindergarten through 12th grade. K-12 proctors must have the previous requirements, in addition to a fingerprint screening against an FBI database and extensive background checks. All proctors must pass a criminal background check.

Proctors receive a week of one-on-one training and then begin proctoring under close supervision of hand-picked trainers before monitoring test takers on their own. All proctors receive monthly group trainings and constant one-on-one coaching. All proctors must pass a Family Educational Rights and Privacy Act (FERPA) training course.

Student privacy is of the utmost importance to ProctorU employees. All proctors receive Family Educational Rights and Privacy Act (FERPA) training and are expected to abide by a strict code of conduct related to private information. Proctors are privy to file photos and contact information of every test-taker and any abuse of this information would be grounds for immediate termination.

Additionally, fully-trained proctors and managers are differentiated by their uniforms. Trainee proctors wear white polo shirts, fully-trained proctors wear blue and managers wear black. Each proctoring center has managers on duty whose sole responsibility is to monitor proctors, and help manage the workload. ProctorU also employs quality control staff members that anonymously monitor the proctors to ensure they are following the exam parameters and to address any training needs. Each proctor is given a monthly performance report.

Additional training is available for employees that show aptitude for technical support, communications, training, quality control, management and exam-issue resolution.