



OCCUPATIONAL KNOWLEDGE EXAM

The *emerit* Occupational Knowledge Exam is the foundation of the *Occupational Knowledge Certificate* as well as being the first step toward *Professional Certification*. Please review the *emerit Certification at Glance flyers* for detailed occupation specific information and sample questions. They can be downloaded from the go2 website:

<http://www.go2hr.ca/emerit/ProfessionalCertification/tabid/2229/Default.aspx>

As an administrator you are responsible for scheduling, ordering and proctoring exams. All of the forms and information to support you with this process are included in this section. In order to maintain the security of the exams we are not able to provide the questions that were missed by your candidates, but if they indicated consent on their registration form you will receive a copy of their exam results with a breakdown of the score by category.

The Occupational Knowledge Exam can either be written on-line or paper based. To make sure that your computer has the ability to run the exam program, please visit website of Assessment Strategies Inc. (ASI, the exam provider) and try the sample exam at www.asitest.ca. This is the same site you will go to, to proctor online exams.

You administer the Occupational Knowledge Exam by:

Ordering the exam

1. Complete the Exam Registration.
 - a. fill in candidate's name/Property/Exam Occupation
 - b. select online or paper based
 - c. fill in your proctor information
 - d. select a date to write the exam
 - I. online – choose a date convenient for you and the candidate
 - II. paper-based – follow exam schedule
 - e. have the candidate sign and date the form
2. Submit the signed and completed registration
 - a. Online – submit on demand as required with 3-4 business days notice
 - b. Paper-based – follow outlined schedule and submit **two weeks** before the selected exam date

Proctoring the exam

Online

1. go2 administrator orders online exam from ASI.
2. ASI receives/processes the order and emails username and password to go2 administrator.
3. go2 administrator emails the information (User name & password, candidate log and proctor's online guide) to you.
4. When your candidate is ready to write the exam online you go to www.asitest.ca and click on Examinations. You then click on emerit (Canadian Tourism Human Resource Council).



5. Click on Login



6. A new window will open where you can log in your candidate using the appropriate user name and password (each candidate will have their own unique login). Be sure to have them sign-in/out on the Online Candidate Log sheet.

Paper-based

1. ASI, the exam service provider ships the exams Priority Post to you **one week before** the scheduled exam date.
2. Use the Checklist included in the package to make sure you have all the materials you need for the exam writing. Any error should immediately be reported to ASI using the contact information provided.
3. On exam day, follow the instructions outlined in the Proctor's Guide. Be sure to have the candidate's sign in when they begin and out when they have finished the exam and that all exam materials are placed back in the envelope and sealed.
4. Return exams to ASI immediately or no later than the next business day. Please follow the mailing instructions and use the pre-addressed Priority Courier envelope included in your ASI exam package.
5. Unused exams may be retained once until the next writing date and returned with the following month's exams. The candidate can write anytime during the month that fits your schedule. For example – if a candidate is sick on the January 27/28th writing dates, keep the exam and return it with the March 10/11th exams. **Note: for exams not returned with the second exam writing you will be charged the ASI late fee of \$220.00 per exam.**

Receiving the results

Online

1. Fax the Candidate log-in sheet to the go2 administrator as soon as your candidate has completed their exam online and we will monitor LMS for the score. ASI normally returns exam results to go2 within 3-5 days of the exam writing.
2. go2 administrator emails, within 3 days of receiving the results from ASI, a copy of the exam results to you along with the letter and scores for you to give to your candidate.

Paper-based

1. ASI provides the exam results to the go2 administrator two weeks after the scheduled exam writing dates.
2. go2 administrator emails, within 3 days of receiving the results from ASI, a copy of the exam results to you along with the letter and scores for you to give to your candidate.

If your candidate is registered for the *Occupational Knowledge Certificate* and they successfully passed the exam, they will also receive their national certificate.

If your candidate is registered for *Professional Certification* they will receive a letter and their exam score. The next steps are to verify their work experience, then complete and return the *Supervisor/Mentor Sign-off and Request for Industry Evaluation* form when they are ready to be evaluated. (See also *Performance Evaluation information*.)