

SECTION I - INTRODUCTION

1) GENERAL OBJECTIVES: FLORIDA GED TESTING OFFICE

- A) The examination procedures required by both the GED Testing Service and the DOE are instituted to ensure:
 - a) Security of examination booklets and examinee score sheets
 - b) Security and confidentiality of personal information and score results
 - c) Consistency of standards in content-training of proctors and examiners
 - d) Clarity of the oral instructions
 - e) Highest level of accuracy in all paperwork
 - f) "Applicant-friendly" procedures for all customer interchanges
 - g) Awareness of available accommodations for applicants with disabilities
 - h) Consistency of policies and procedures

2) STATEWIDE ADMINISTRATION: GED TESTING PROGRAM

- A) The GED Examiner's Manual (disseminated by the GED Testing Service) outlines the policies a Chief Examiner must follow to accomplish the above objectives. It provides examiners with some procedural examples to demonstrate how policies may be implemented. Each state office supplements this manual with operational guidelines, and periodic, relevant directives to each center. Each state office tries to instill its examiners with a dedication to accuracy and quality performance, a sensitivity to its clients and the need for security in every aspect of the testing program.
- B) Since no state office can require or monitor identical procedures for every testing center in the state, the more that locally-determined procedures are developed to ensure a quality operation, the smaller the chance of statewide standardization. No two institutions are alike nor do they function alike.
- C) The best each state can do in establishing and monitoring multiple statewide testing centers is to focus on:
 - a) Providing clear, detailed directives on problematic areas
 - b) Offering quality technical assistance to the Chief and Alternate Examiners
 - c) Providing on-going statewide training, focusing on successful practices

3) PURPOSE OF THIS MODULE

- A) There is always a need to examine each testing center's operational practices, with an eye to streamlining procedures and setting up protocols to ensure all center objectives and procedures are met in a consistent and fair manner. In this manual we will provide an example of one testing center's approach to implementing a "testing cycle." The following areas are included:
- a) What procedures are implemented
 - b) How they are monitored
 - c) Why those procedures have been chosen
- B) Decisions are explained and samples are given to cover the entire GED examination process from an applicant's first appearance to having diploma in hand.
- C) Please note that this is one small-to-medium sized center's issues, procedures, local policies, concerns, problems and solutions. A center's location, physical set-up, county or college size and institutional prerogatives will dictate many differences from the example given here.