

## **Washington Motorcycle Safety Program Tester Professional Standards**

The Professional Standards for WMSP Testers were created to ensure motorcycle rider endorsement tests are presented and conducted in a safe, efficient, effective and professional manner, in alignment with DOL standards.

### **As a Washington Motorcycle Safety tester, you agree to:**

**Proficiency:** Testers shall meet the proficiency standards set forth by DOL as testing standards and procedures. Testers will always and thoroughly conduct testing following all DOL protocols. Testers will never substitute personal ideas for prescribed methods. Testers shall conduct all tests in a manner that reflects the importance and integrity of public safety.

**Scope of Practice:** Testers shall not counsel, refer, give advice, or express personal opinions to individuals for whom they are testing. Testers will not engage in any other activities which may be construed to constitute a service other than providing DOL test services during testing.

**Non-discrimination:** Testers shall always be neutral, impartial, and unbiased. Testers shall not discriminate on the basis of gender, disability, race, color, national origin, age, socio-economic, or education status, or religious, political, or sexual orientation. Testers unable to ethically perform in a given situation shall contact WMSP immediately for further guidance.

**Compensation:** Testers shall not receive any gifts, compensation, or benefits from their customer(s) for services rendered, except as allowed under the provisions of contract. Testers shall not use DOL's influence, equipment, facilities, or supplies for the gain or advantage of themselves or others. Testers shall not use, or attempt to use, their position to secure privileges or exemptions from DOL.

**Professional Development:** Testers will develop their knowledge and skills through professional on-going training, continuing education, and interaction with colleagues, and specialists in related fields. Testers will maintain awareness of updates related to testing standards, laws, vehicle technology, rights, confidentiality, and conflicts of interest.

**Impartiality/Conflict of Interest:** Testers must disclose any real or perceived conflict of interest which could/would affect objectivity. Conducting WMSP testing to family members or close personal friends violates the test taker's rights to confidentiality and constitutes a conflict of interest.

**Professional Demeanor:** Testers will be professional, culturally sensitive, and respectful of all customers, industry partners, and DOL staff with whom they interact. Testers will serve the public with all possible promptness and courtesy and shall convey only authorized information to the public. Testers will always conduct themselves in a punctual and professional manner to include:

- avoiding possible perception of inappropriate and/or biased discussions of specific motorcycle brands, motorcycle styles, dealerships, and/or groups
- behavior to include appearance, appropriate language in written and verbal communication, positive interaction with others
- communication and interaction free from intimidation, sexual harassment, or threat, and is consistent with the interests of DOL and testing safety

State of Washington defines harassment to include, and will never tolerate behaviors or actions including, but not limited to:

- Engaging in unwelcome advances, requesting of sexual favors, or other conduct of a nature where such behavior offends the recipient or a third party, causing discomfort or humiliation, unreasonably interfering with a test taker's performance, person's experience, work or education, or creating an intimidating, offensive, or hostile environment

**Integrity:** Testers will uphold the honor and dignity of DOL license endorsement testing by reporting any fraudulent activities. Testers will carry out all duties not specifically covered by this Code with the safety and welfare of customers as the controlling motive.

### **Testing data integrity**

- Ensure document integrity and security by limiting access to tests and forms
- Utilize only approved and current version of DOL license endorsement tests and forms
  - White score sheet to be filed with Contractor; Pink score sheet given to test taker upon successful test.
- Ensure collection of all tests and forms when finished

## Testing protocol

- Verify each test taker by photo identification
- Ensure test taker(s) did not view test prior to taking
- Maintain a positive and secured test environment
  - Temperature, ventilation, lighting, non-testing interference or traffic, etc.
- Ensure that test taker(s) are seated and positioned as to limit view of other's test answers
- Ensure all books, notes or study materials, phones, cameras, book bags, purses, etc. are secured or removed from testing area
  - Taking appropriate steps to prevent knowledge test compromise or loss
  - Not allowing tests, answer sheets, or graded score sheets to be taken or photographed
  - In event a test is lost, taken, or photographed immediately notify the Contractor and WMSP
- Ensure test takers are monitored at all times by being in the same room
- Administer endorsement tests to DOL standards in accordance with WMSP policies and procedures
- Offer verbal tests for customers who have trouble communicating or reading such as illiteracy, dyslexia, or other reasons
- Ensure interpreters are observed and are not suggesting or hinting at answers
- Ensure test results are scored and documented accurately to DOL standards in accordance with WMSP policies and procedures and Contractor protocols
- Debrief results, options, and (appropriate) license endorsement/permit requirements

*I have received, read, and agree to abide by the Tester Professional Standards that provide license endorsement testing services on behalf of the Department of Licensing (DOL).*

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PRINT or TYPE name

**X**

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Signature

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Date and place