



# INSTRUCTIONS & INFORMATION

## Illinois Auctioneer Continuing Education Distance Learning Courses

(Updated: 07/01/2020)

Novalis is committed to providing quality continuing education in ways that accommodate busy auctioneers. Below we have listed the steps you must follow to ensure the best possible educational experience. We also recommend that you review the attached “Distance Learning Course Policies” so that you understand how the process will work.

### READ THE MATERIALS PROVIDED

The material for each course consists of either a booklet to read, or a timed online video to view. Before starting, confirm that the materials you received correspond with what you ordered. As you review the information, make notes or highlight key points and concepts to help you learn the material. You will also have opportunities to enhance your knowledge through various case studies and quiz questions that have been incorporated into the coursework.

### TAKE THE SELF-ASSESSMENT QUIZZES

As you study the course material, take any “Self-Assessment Quiz” that’s included at the end of the course. For any questions you answered incorrectly, spend time reviewing those concepts to ensure that you have mastered the course content. Each self-assessment quiz will prepare you for your 25 question T/F proctored final examination.

### TAKE YOUR PROCTORED EXAMINATION

Illinois state regulators require that students pass a proctored, state-approved examination for each course. Exams will be emailed directly to your approved examination proctor, unless an online proctor is used. Note: If you are taking the courses online, we must have the certificate that confirms that you have completed your online learning requirements before the exams will be forwarded to the proctor.

**Returning Students Using A Previously Approved Proctor:** If you are a returning student and already have an approved proctor from the prior renewal period who meets the current Novalis proctor guidelines, you do not need to complete a new “Proctor Application”. However, you must contact Sue Wiseman at [sue@novalislearning.com](mailto:sue@novalislearning.com) or (888) 346-5411 so we know that you have arranged to use the same person. You must also verify that we have the proctor’s current email address and telephone number.

**New/Returning Students Using A New Proctor:** If you are a student without an approved proctor, you will need someone to administer the state-required examinations. Enclosed is information that provides details for selecting a proctor. When you have chosen that person, please have them complete the proctor application and return it to the Novalis office by email or fax. Once your proctor has been approved, all examinations will be emailed directly to them to be kept in a secure location until you are ready to be tested.

### COMPLETE THE COURSE EVALUATION

All students must also return a completed “Course Evaluation” form in order to successfully fulfill the requirements of the course. This evaluation is included at the end of each online course, or will be emailed to your proctor along with your examinations.

### RECEIVE EVIDENCE OF SUCCESSFUL COMPLETION

Each student who successfully completes an approved course (i.e., passes the test, completes a course evaluation, and does not in any way cheat or engage in fraudulent practices) will receive a “Course Completion Certificate” via electronic mail, or by regular mail if no email address is available.

### PROVIDE CURRENT LICENSE INFORMATION

It is the student’s responsibility to provide Novalis with his/her correct auctioneer license number on the front page of each exam. Should Novalis have to issue a replacement Completion Certificate, or re-report to state regulators due to a license number error, an additional fee will be charged (see Course Policies).

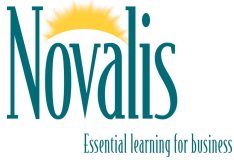
### REVIEW COURSE POLICIES

Please refer to the “Distance Learning Course Policies” information that follow.

### ASK QUESTIONS

If you have questions regarding your order or course logistics, contact Sue Wiseman, Education Coordinator, via:

**Email: [sue@novalislearning.com](mailto:sue@novalislearning.com) / Telephone: 888.346.5411 / Fax: 888.346.5418**



# DISTANCE LEARNING COURSE POLICIES

## REGISTRATION

Registration can be completed through our secure web site; by mail or fax using a Novalis order form; or by telephone. If you prefer not to order online and/or do not have a course registration form, please contact us and we'll send one to you.

## PAYMENT

Payment for all courses is due upon your registration in the course. Payment may be made in the form of an approved credit card (Visa / MasterCard) through our secure website, or by credit card/check if ordered in a different way. The course materials cannot be shipped or accessed until payment is received. As such, if time is of the essence, we suggest that you pay by credit card. All returned checks are subject to a \$30 returned check fee. This fee is in addition to any fees charged by your bank or financial institution.

## REFUNDS

For distance learning courses, refunds will be given if requested by phone or e-mail within 15 days after the course materials are shipped. The refund amount will be the tuition paid less a \$15 administrative fee per course, and will be paid within 30 days of cancellation. However, a student can transfer their registration to a classroom course (if available) for a \$15 administrative fee per course.

## TIME REQUIREMENT FOR COURSE COMPLETION

A student may take up to 90 days from the initial date of registration to complete a distance learning course with Novalis. *This 90-day period is strictly a Novalis policy and is unrelated to the continuing education completion deadlines or license renewal deadlines for the state of Illinois. It is the sole responsibility of the student to ensure that he/she completes courses in time to meet the state requirements.* Novalis may re-activate an expired course for a student for an additional 90 days for an administrative fee of \$15 per course, as long as the course material has not changed and it is still available under the same conditions and with the same characteristics as when the student originally registered.

## GRADING TIME

All tests and examinations will be graded within three business days of their receipt by Novalis. A "Certificate of Completion" will be sent out immediately thereafter by either U.S. mail or e-mail.

## RUSH GRADING FEE

Students who require that their tests be graded in less than three business days from the date they are received by Novalis can request our Rush Grading Service for an additional fee of \$15 per examination.

## ADMINISTRATIVE AND EXAM RE-TAKE FEES

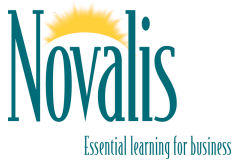
Students who submit incomplete course completion tests; fail to submit course evaluation forms; or, require a test re-take will be charged an additional fee of \$15 per examination or evaluation.

## UNETHICAL BEHAVIOR

**Novalis does not tolerate unethical behavior by its students when taking courses.** Unethical behavior includes but is not limited to: (1) attempting to receive completion credit for courses not completed in the manner required, (2) failing to abide by Novalis course policies or attendance policies, (3) cheating or facilitating cheating on any assessment exercise, test, or examination, (4) duplicating or reproducing materials or otherwise violating the Novalis copyright policy, (5) plagiarism in any form, (6) violating the *Terms of Use* of the Novalis web site, (7) facilitating course completion for another student, (8) providing false or misleading information, and, (9) colluding with an examination proctor. Novalis will not issue a Certificate of Completion to any student which it believes has engaged in unethical behavior in completing a Novalis course, nor will we refund any course fees. Where required to by state license law, Novalis will also report the student to the respective state regulator. The determination of whether a student has acted unethically is made at the sole discretion of Novalis.

If you have any questions regarding your order or course logistics, contact Sue Wiseman, Education Coordinator, via:

**Email: [sue@novalislearning.com](mailto:sue@novalislearning.com) / Telephone: 888.346.5411 / Fax: 888.346.5418**



# GUIDELINES FOR SELECTING A NOVALIS COURSE PROCTOR

## SELECTING A PROCTOR

Each student is responsible for selecting a proctor to administer the examination(s) which are required by the state for the successful completion of any distance learning continuing education course. When you have selected the person who has agreed to serve as your proctor, please send us the completed “Application To Serve As Examination Proctor” form. To avoid being rejected, please be sure that the application is completed in its entirety.

## PROCTOR ELIGIBILITY

The proctor must be a professional person who proctors examinations as a regular part of his or her professional duties (e.g., a librarian or professional educator). The proctor must be an independent third party and must be located outside of your place of employment. **Family, friends, coworkers, and other licensees will not be approved as proctors. The examination(s) must be administered in the proctor’s place of business. Homes, home offices, or the student’s place of business are not appropriate.** See the “Guidelines For Serving As A Proctor” for more specific information. The student is responsible for any fees that a proctor may charge, though most proctors do not charge fees unless it is for an approved online administrator.

As an alternative to an in-person proctor, for selected courses an auctioneer may utilize the services of a **Novalis Online Proctor** for a fee. To qualify for this option, the student must have access to the Internet, along with a computer and camera that is capable of streaming “Zoom” or a similar video-conferencing program. The student will first complete the top part of the proctor application and return it to Novalis for processing. The online proctor will then contact the student to arrange a convenient date and time for the examination. At the appointed time, the proctor will initiate a video meeting to confirm the student’s identity, and will provide the student with the information for the website where the exam is stored, along with the exam password. The student will take the exam while the proctor is watching to ensure that there is no unethical behavior. Upon completing the exam, both parties will log-off and Novalis (assuming the student receives at least a 70% score) will send a course completion certificate to the auctioneer and notify the state. The fee for this service is \$20 per exam during normal business hours (8:00 – 4:00 CST), or \$25 per exam for any administered outside normal business hours. You must visit the Novalis website to register/pay.

## CUSTODY OF EXAMINATIONS

Exams will be emailed directly to your proctor. Students are responsible for contacting their proctor to arrange a mutually convenient time for testing. Your proctor will keep the test materials in a secure location and will confirm your identity before you take the test(s). **Bring photo identification with you to the test site** or you will not be allowed by your proctor to take the tests. The proctor will monitor the exam process to ensure that all guidelines are met. Completed tests must be returned to Novalis by the proctor via email or fax. All tests are closed book. **Be sure to bring your license number to the test site.** All other materials (e.g., coats, briefcases, purses, phones, electronic devices, etc.) must be out of reach during testing.

## EXAMINATION SITE

Exams are to be administered in an environment conducive to test taking. An office in the student’s place of employment is not an appropriate setting. Most proctors can arrange an appropriate place at their business location that would be off limits to others and free of telephone, paging or intercom systems. In short, your proctor should ensure that the area is quiet and conducive to your concentration while taking the exam.

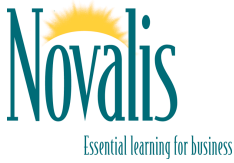
## CERTIFICATION & VALIDITY OF RESULTS

The exam will have a cover page which includes a certification that both you and your proctor must sign in order for your examination results to be valid. This certification attests that you understand the conditions under which you are to take the test, and that if we believe the test taking or proctoring process has been compromised in any way, we may at our sole discretion determine that the results are invalid due to unethical conduct.

## QUESTIONS?

If you have any questions regarding a proctor or course logistics, contact Sue Wiseman, Education Coordinator, via:

**Email: [sue@novalislearning.com](mailto:sue@novalislearning.com) / Telephone: 888.346.5411 / Fax: 888.346.5418**



# APPLICATION TO SERVE AS EXAMINATION PROCTOR

## TO BE COMPLETED BY STUDENT

Student Full Name: *Printed:* \_\_\_\_\_ *Signature:* \_\_\_\_\_

Illinois Auctioneer License #: \_\_\_\_\_

Contact Information: *Phone:* \_\_\_\_\_ *Email:* \_\_\_\_\_

## TO BE COMPLETED BY PROCTOR

Full Name (please print): \_\_\_\_\_

Professional Title: \_\_\_\_\_

Company/Organization: \_\_\_\_\_

Business Mailing Address: \_\_\_\_\_  
(Street Address and/or P.O. Box)

\_\_\_\_\_  
(City) (State) (Zip)

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_ E-mail: \_\_\_\_\_

Briefly describe the location and environment for administration of the exam:  
\_\_\_\_\_  
\_\_\_\_\_

### Please check all statements that are true:

- I am not related to the student       I do not work with the student       I am not a licensed auctioneer
- I understand that Novalis will not be reimbursing me for this service.
- I have read the "Guidelines To Serve As Proctor" and understand my responsibilities. My primary role is to ensure that the student does not cheat.
- I understand that any irregularities in the proctoring process may result in the student's test results being invalid.

\_\_\_\_\_  
Signature of Proctor

\_\_\_\_\_  
Date

## INCOMPLETE OR ILLEGIBLE APPLICATIONS WILL NOT BE APPROVED

### Return The Completed Application By:

Email: [sue@novalislearning.com](mailto:sue@novalislearning.com)  
or Fax: 888-346-5418

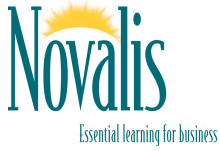
**NOVALIS, INC.**  
2105 Eastland Drive, Suite 10  
Bloomington, IL 61704  
Phone: 888.346.5411

This application has been reviewed and is:

- Approved
- Denied

\_\_\_\_\_  
Novalis Staff Signature

\_\_\_\_\_  
Date



# GUIDELINES FOR SERVING AS AN EXAMINATION PROCTOR

Thank you for agreeing to serve as a proctor for a student taking our distance learning courses. This information will familiarize you with your obligations.

## AS A PROCTOR, YOU ARE RESPONSIBLE FOR:

### RECEIVING AND SECURING THE EXAM

- Please check to be sure that you have received the examination(s) and evaluation(s) for each course. Call Novalis immediately if there are any discrepancies or omissions.
- Keep the exam in a secure place until the time of administration. Under no circumstances should the tests be placed in the possession of a third party or in the possession of the student before administering them.
- The student will contact you to arrange a mutually convenient time for testing.

### PROVIDING AN APPROPRIATE SITE FOR ADMINISTERING THE EXAM

- The exam should be administered in your place of business. Homes, home offices, or the student's place of business are inappropriate sites.
- The site should be free from noise and distractions. It should have adequate lighting, ventilation, and a comfortable seat and work table for the student. The room should be private and off limits to other people during the testing process.
- The proctor must ensure that students do not have access to smart phones or other devices during the test(s).
- If you are serving as a proctor for more than one student, these students **must not** take their tests with you at the same time.

### ADMINISTERING THE EXAM

- Confirm the identity of the student through some form of photo identification (i.e., driver's license). If the student cannot provide valid photo I.D, they cannot take the test.
- Monitor the examination process to ensure that all Novalis guidelines are met. **Your primary role is to ensure that the student does not cheat.**
- The test is closed book. The student will only need a pen or pencil. All other materials including coats, briefcases, purses, phones, electronic devices, etc., should be out of reach.
- Any unusual circumstances surrounding the test administration should be reported to Novalis. Examples include loud or distracting noises, fire drills, or any other occurrences which may have impaired student performance.
- Do not answer any questions about exam content.
- Ensure that the exam cover page is completed and signed. Tests with incomplete information or without signatures will be considered invalid.
- Collect the completed exam from the student.

### SECURING AND RETURNING THE EXAM AND COURSE EVALUATION

- Send the completed test(s) and course evaluation(s) via email to [sue@novalislearning.com](mailto:sue@novalislearning.com) or fax at 888-346-5418.
- Under no circumstances is the exam to be duplicated, reproduced, or retained by either the student or the proctor.

### QUESTIONS?

- If you have any questions regarding a proctor or course logistics, contact Sue Wiseman, Education Coordinator, via:

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