

Table of Contents

Table of Contents	1
Introduction	3
General Policies.....	4
Jurisdiction Structure	5
Candidate Policies	5
Appendix	13

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Introduction

This manual provides Florida correctional testing policies and procedures that work in conjunction with the *Florida GED® Testing Procedures Manual (version 2016)* and the *GED® Program Policy Manual – Published by GED Testing Service LLC March 2016*. Manuals are available for download here: <http://www.fldoe.org/academics/career-adult-edu/hse/testing-admin.stml>.

The sections in this Florida manual correspond to the sections in those two manuals. Other policies and procedures that must be followed in authorized GED® testing centers documents are provided by Pearson VUE at the VSS website, <https://vss.pearsonvue.com/>:

- Pearson VUE Policies and Procedures Guide
- GED Testing Service® (GEDTS®) Client Guide
- Florida Jurisdiction Reference Sheet

Note: Documents at the VSS website are updated often. Make sure you are using the most up-to-date document.

Testing Options for Individuals in Residential Corrections Facilities

Correctional testing includes testing of inmates incarcerated in local jails, state-operated or privately-operated state correctional facilities, Department of Juvenile Justice residential facilities, etc. Here are the options available to test inmates:

- Fixed correctional testing center at the correctional facility by the entity operating the facility to deliver tests to inmates at the correctional facility
- Mobile correctional testing center operated by a school district, college, or correctional facility to deliver tests to inmates at the correctional facility
- Fixed public testing center operated by a school district or college sets up a separate testing session (not during regular public operating hours) for inmates transported to the public testing center

All of these options can take advantage of the corrections testing procedures found in this manual.

GED Manager™ for Corrections

GED Manager™ for corrections is used by corrections staff to complete the profile/demographic information on behalf of the inmate. Once that has been completed the inmate can be scheduled for the GED® Ready or GED® test using Pearson VUE Registration Manager. Once an inmate tests, GED Manager™ for corrections can be used in simulation™ mode to view the inmate's score reports and order credentials.

Florida GED® Testing Corrections Procedures Manual (version 2016)

To request GED Manager™ corrections access, the corrections testing center must email FLGEDHelp@fldoe.org a completed access agreement and a copy of the form used to obtain signed release from the inmate. The access agreement is available for download here:

<http://www.fldoe.org/academics/career-adult-edu/hse/testing-admin.stml>

*Note: If work email address was used to create a fictitious student account at MyGED™, you must change the email address at MyGED™ prior to requesting GED Manager™ corrections access.

Allow 3-5 business days for activation of a GED Manager™. Activation approval will come via email from GEDTS.

The following training documents are emailed to new GED Manager™ corrections users when their accounts are activated:

- Corrections Scheduling Questions (PDF) (See Appendix)
- GED Manager™ for Corrections & Youth Challenge Programs v3.0 (GED Manager™ How To Guide) (PDF) –
<http://www.gedtestingservice.com/uploads/files/864edcff1762d79eace1243c1e30335d.pdf>
- DOC Scheduling (PDF) -
<http://www.gedtestingservice.com/uploads/files/fe218dd43ac94d62ac6840f1713dca3b.pdf>
- Link to recorded WebEx training -
<http://www.gedtestingservice.com/educators/gedmanagercorrections>

Security Officers

Correctional officers are permitted in the testing room for security purposes; testing administrator certification is not required for the security officers. For test integrity, security officers must not be permitted to view the test.

General Policies

This section of the *Florida GED® Testing Procedures Manual* and *GEDTS® Program Policy Manual* covers general policies including responsibilities and privacy of testers. All testing center staff must be made aware of the policy statements. It is best practice to have staff sign that they have read the policies and must specify the release of HSE diploma/GED® records.

Correctional Testing - Obtaining Signed Releases from Testers

Inmates must complete a signed release of GED® test scores to staff at the correctional facility. The release must be renewed yearly and specify the release of HSE diploma/GED® records. The release also allows staff at the facility to create and manage the inmate's GED® account.

Jurisdiction Structure

This section of the *Florida GED® Testing Procedures Manual* and *GEDTS® Program Policy Manual* covers the role of the state and the state's GED Administrator™ in administering the GED® program, including administration and outreach. Test pricing and testing center information is also provided.

Candidate Policies

This section of the *Florida GED® Testing Procedures Manual* and *GEDTS® Program Policy Manual* covers candidate eligibility, registration, and scheduling, GED® test specifics, criteria used for credentialing, threat assessment, and accommodations.

Distribution of Initial Diplomas and Transcripts in Correctional Testing

Correctional institutions and centers that provide testing for correctional institutions **must** have a plan and process for the distribution and access of credentials for individuals who are testing in their facilities. Some important things to remember:

- Staff with GED Manager™ corrections access are able to order electronic and printed documents on behalf of the candidate.
- For access to the free electronic document transcript and diploma, the link to download the documents is provided via the emails sent to the email address entered in GED Manager™ and is only good for a limited time (currently 180 days) after the credential is earned. Only one download is permitted per document; make sure to note the location of the download in order to retrieve it later. Instructions for accessing the eCredentials is found here: <http://www.gedtestingservice.com/uploads/files/8346c1a2d7293c38119a2565a9669614.pdf>
- Free paper diploma can only be ordered once (no time limit) and is accessed using GED Manager™ by impersonating the tester. Instructions for requesting the free printed diploma is found here: <http://www.gedtestingservice.com/uploads/files/7716f678875a7f2f812dc97f89d6a41f.pdf>

Some Options for Free Electronic transcript/diplomas

The electronic transcript and diploma are very valuable to diploma earners as the files can be forwarded to prospective employers and post-secondary institutions. The electronic credentials, which are in a secure PDF format that uses Blue Ribbon technology, are automatically verified at the Parchment server each time the PDF is opened on a device connected to the internet. This means that diploma earners may not need to purchase duplicate credentials to provide to these third parties. (Note that some employers/colleges still require a paper copy be mailed directly to them or that the electronic copy be sent directly to them.)

Procedures must be in place to make sure diploma earners receive their free credentials. It is up to the correctional facility and/or testing center to determine how the electronic transcript/diploma file is handled. The following are options for electronic transcript/diploma distribution for inmates:

- The facility staff does not access the electronic version on behalf of the tester. The link is time sensitive and if it expires prior to release, the inmate might end up having to pay for duplicates once released. Scores are always available to corrections staff through GED Manager™ for individuals assigned to the program at their correctional facility and/or testing center. GEDTS® has notified the Florida Department of Education High School Equivalency (FDOE HSE) office that if the electronic files have never been downloaded, then the inmate could call the call center after release and have the emails resent to his/her email address. Under current practices, the GEDTS® system records when downloads are made to determine if the one instance of the free electronic transcript has been provided. However, GEDTS® has indicated that this option is not an ideal situation and should only be used in extreme circumstances. For example, an inmate tests a few days prior to release.
- The facility staff downloads the electronic file using the link to electronic documents and develops a process for distribution of the electronic file to the inmate upon release. Some options for distribution of the saved electronic transcript/diploma:
 - The facility provides the documents on a CD or jump drive to the inmate upon release
 - The facility forwards the documents to an email address provided by the inmate upon/after release

Note: Once saved, a printed copy of the documents (documents print with a watermark indicating they are copies) can be provided to the inmate while incarcerated.

Some Options for Free printed diploma

Procedures must be in place to make sure diploma earners receive their free printed diploma (either during or after their release). It is up to the correctional facility and/or testing center to determine how the printed diploma is handled. The printed document is only provided free once; any future access requires the duplicate document request process. The following are options for printed diploma distribution for inmates:

- The facility does not order the free diploma on behalf of the tester. The candidate is notified about how to access the free printed diploma upon release. The free diploma will be available for them to order after release using MyGED™ account.
- The facility orders the printed copy and distribute to inmate while still incarcerated.
- The facility orders the printed copy and hold for the inmate to be distributed upon release.

Note: Many times when the printed diploma is provided to the inmate while still incarcerated, the diploma can get lost or misplaced, even when the inmate mails the document to someone outside the prison. So unless the inmate needs the official diploma for something while incarcerated, best practice is to allow the inmate to order the free diploma once released.

Planning for Release of Inmates

Upon release, inmates must be informed of how to gain access to their GED® records/MyGED™ account. It is recommended that the inmate is provided written instructions for this process. There are two options to facilitate this access:

Florida GED® Testing Corrections Procedures Manual (version 2016)

- After release, the tester would call (877) 392-6433 to gain access to his/her MyGED™ account.
 - The call center will verify:
 - Name
 - Date of Birth
 - Correctional facility where tested
 - Test modules/GED Ready™ modules completed
 - Once verified the call center will update the address/email/phone number and have the individual reset his/her password at <https://ged.com>
 - Testing center staff email that may have been used to register the candidate using GED Manager™ will never be shared with the candidate if the candidate is marked as an inmate during the registration.
- At the time of release, corrections administrator would complete the following using GED Manager™ :
 - Using the impersonation mode, update the profile on the dashboard (upper right hand corner) with information provided by the inmate:
 - Email address
 - Address
 - Phone number
 - End impersonation, click Release From Corrections Program
 - Enter email address of the inmate and save
 - Once you release the inmate from the corrections program he will no longer be viewable in GED Manager Corrections
 - After release, the inmate must visit <https://ged.com> and use the Forgot password? link to reset the password

GEDTS® has three currently available documents that should be provided to inmates who have tested in correctional facilities:

- How to log into your MyGED™ account after release from a corrections program
<http://www.gedtestingservice.com/uploads/files/75444e76825acb000d93f669cbc848e2.pdf>
- For inmates who did not finish the GED® tests, a guide to testing after incarceration is available here:
<http://www.gedtestingservice.com/uploads/files/ba6121ffca51e1b7266bf73809dea80e.pdf>
- A guide is available to provide to the inmate on how to log in to their MyGED™ account and access the free diploma:
<http://www.gedtestingservice.com/uploads/files/89ba810c377698f29f20f1598e2c7dc4.pdf>

Viewing Scores and the Enhanced Score Report using GED Manager

GED® and GED Ready™ test scores and enhanced score report can be viewed using GED Manager™. A guide for viewing scores and enhanced score report are found here:

<http://www.gedtestingservice.com/uploads/files/df9527c7b7702b6849177f128abe070d.pdf>

Registration and Scheduling for Corrections

Registration and scheduling is a two part process. Registration involves creating an account and completing the demographics information for the inmate. Scheduling involves choosing a time and making payment for the test.

Generally, inmates do not have access to the internet and cannot register themselves. Most correctional facilities and/or testing centers register their inmates using GED Manager™. The inmate is provided with a printed copy of the *Corrections Scheduling Questions* and then a staff member uses GED Manager™ to complete the inmate's registration online. Detailed instructions are found in the *GED Manager™ How To Guide* document emailed to the GED Manager™ Corrections user upon account activation.

Note: There are a few corrections sites that use MyGED™ and not GED Manager™ to create the account and complete the demographics information. However, when this is done:

- Unique email addresses must be used – all notifications and credentials will be sent to this address
- GED Manager™ cannot be used to view the inmate's scores or enhanced score reports
- Inmate tests would need to be scheduled using VUE Registration Manager
- Inmates would not be marked as inmates or part of the corrections program

When registering inmates, you must make sure that only one account is created per inmate. To prevent duplicate accounts from being created, staff must make sure that the tester does not already have a MyGED™ account prior to registering and scheduling an inmate. Follow these procedures to prevent duplicate accounts being created:

1. Staff should first search their program registrants using GED Manager™. If an account already exists, do not register again.
2. Staff should question the inmate to see if he/she has taken a 2014 GED® test and if so, where.
 - a. If taken in Florida, staff should use the Florida Records Website searching by name.
 - i. If the inmate already has a 2014 GEDTS ID (post-2014)
 1. Do not register the inmate again.
 2. Contact Diane Vaccari, diane.vaccari@fldoe.org to get the inmate listed in your correctional program in order to continue testing.
 - ii. If the inmate does not already have a 2014 GEDTS ID (post-2014), proceed with registration.
 - b. If taken out-of-state, contact Diane Vaccari, diane.vaccari@fldoe.org.

If you do inadvertently create a duplicate account you should email GEDSTechnologyOperations@GEDTestingService.com and explain the situation, including the GEDTS ID numbers for each of the accounts. GEDTS® Technology Operations will coordinate the merge and make sure the inmate has not violated any testing rules.

Florida GED® Testing Corrections Procedures Manual (version 2016)

The Registration process could put a candidate into an exception queue:

- Accommodation Exception – Candidate indicates a request for accommodations due to a disability (See Accommodations information in the *Florida GED® Testing Procedures Manual* and the *GED® Program Policy Manual*)
- Age Exception – Candidate is 16 or 17 years old based on the date of birth provided (See Age Exceptions in the *Florida GED® Testing Procedures Manual* and the *GED® Program Policy Manual*)
- Options Exception (See Options Exceptions in the *Florida GED® Testing Procedures Manual* and the *GED® Program Policy Manual*)

Accommodations exception alerts can only be cleared by GED Testing Service®.

Correctional testing facilities that handle underage testers and/or an approved exit option program must work with the local school district to arrange for the appropriate forms to be signed and submitted to the FDOE HSE office. As specified in Florida Statute [1003.435](#)- High school equivalency diploma program:

(4) A candidate for a high school equivalency diploma shall be at least 18 years of age on the date of the examination, except that in extraordinary circumstances, as provided for in rules of the district school board of the district in which the candidate resides or attends school, a candidate may take the examination after reaching the age of 16.

Local school boards can stipulate in their rules that individuals who are 16 or 17 years of age who are incarcerated in state Department of Corrections facilities or Department of Juvenile Justice facilities that are operated within the school district are allowed to take the high school equivalency examination (GED® test) when deemed ready by the state Department of Corrections staff or by the juvenile justice provider. When that stipulation is made, FDOE HSE office will ask that the correctional facility provide a copy of the school board rule and the names of staff who will be signing the forms on behalf of the school board. Underage waiver forms would be submitted following the instructions found in the *Florida GED® Testing Procedures Manual*.

The age and options exception alert(s) would need to be cleared by FDOE HSE office staff prior to the candidate being allowed to schedule.

Once registered, Pearson VUE Test Administrator will schedule and pay for the test using Pearson VUE Registration Manager. Detailed instructions are found in the *DOC Scheduling* document emailed to the GED Manager™ corrections user. If the tester does not show up in Pearson VUE Registration Manager, check to make sure that all registration questions have been completed in GED Manager™. Both the GED® and GED Ready™ tests can be scheduled in using Pearson VUE Registration Manager. This means that the GED Ready™ does not have to be delivered via the internet.

It is possible to do same-day registration and scheduling. The tester first needs to be registered using GED Manager™ or MyGED™. Once registered, registration information is immediately available in

Pearson VUE Registration Manager which will be used to schedule the same day test by changing the test date to the current day. Once scheduled, the test administrator must run the RMA again for that date to administer the test.

If inmates have access to the internet, it is possible to have them register and/or take the GED Ready™ online via the internet. **An individual unique email address must be used when individual inmates register online.** Here are the steps for using this method:

- 1) Have inmate create an account/register using person information. NOTE: Unique email address must be used.
- 2) Have inmate take GED Ready™ online via MyGED™ account using voucher for payment.
- 3) When ready to test on the operational GED® test, call or email Diane Vaccari to get the inmate added to your corrections program for GED Manager™. (Don't have this done until all GED Ready™ tests have been taken online. Once moved to a corrections program, the inmate will not be able to access the MyGED™ account online.
- 4) Use GED Manager™ to impersonate the inmate and update email address and any other profile information
- 5) Schedule inmate for GED® test

The GED® Ready is also available offline:

<http://www.gedtestingservice.com/uploads/files/44e60d951089573e4ff9a0662d4aff8f.pdf>.

Retesting

Florida follows the GEDTS® policy on retesting which allows testers to take a content area three times with no wait time between testing. For attempts after the third testing attempt each re-test attempt will be preceded by a 60-day waiting period.

Florida does allow for a Retest-Wait Period Waiver in accordance with GEDTS® policy, but requires a minimum wait period of 30-days from the next to last test administration to guarantee 30 days between forms.

Rescheduling and cancellation

Rescheduling and cancellation policies are covered in the *GED® Program Policy Manual*.

If a lock down occurs, make sure to follow Pearson VUE procedures to cancel and reschedule the test. A separate incident report (IR) must be created in order to receive credit for each test that is already in progress and must be cancelled due to a lock down.

Test Pricing and Corrections Sites

The price of the GED® test is set in [State Board of Education Rule 6A-6.0201](#) - State of Florida High School Diplomas. The price for one content area is \$32. The price for all four content areas is \$128. This price includes the GEDTS® test price, test center compensation, and a state administrative fee.

Florida Corrections Promo Code

Testing centers that only operate corrections testing centers have the option of using the Florida Corrections Promo Code to waive the testing center compensation fee (\$10) when specified in their contract with GEDTS/Pearson VUE. The Promo Code is provided in an email to the test administrator when the site is authorized to begin testing. Using the Promo Code permits the center to not have to pay for its own test administration costs. For example, Florida Department of Corrections is the sponsoring agency for Florida State Prison. It wouldn't make sense for a state agency to pay a testing fee that includes the test center administrative costs up front that the agency would later receive back from GEDTS® as test center compensation. With the corrections promotional code, the testing center does not receive compensation for their administration costs and the price paid by Florida Department of Corrections is \$22 per module. The total price for all four content areas is \$88. Florida Department of Corrections does not receive any compensation for the GED® test when paying that price. At scheduling, the promo code must be used when choosing payment options. GEDTS® has produced a guide to applying the promo code and paying for the GED® test and GED® Ready™:

<http://www.gedtestingservice.com/uploads/files/eacf7171435120333d97cdd1506dde94.pdf>.

The promo code is not available to school districts or colleges that operate a public testing center in addition to a correctional testing center. For example, a school district operating a mobile corrections testing center that services a local jail will need to receive the test center compensation for providing the test in that facility. For testing in this type of correctional facility without the discounted testing fee, the full testing fee must be paid prior to testing.

Discounted Retake Pricing and Corrections Sites

Detailed information concerning the discounted retake program is found at:

<http://www.gedtestingservice.com/educators/2014retakeprogram>.

In Florida, the retake price for one content area is \$12 (\$32 testing fee minus \$20 GEDTS® discount). The rest of the fee goes to the state (\$2 to cover administrative costs) and the testing center. This offer has conditions, so review the above website for details about this program.

For corrections testing centers using the promo code to waive the testing center compensation fee, the discounted retake for one content area is \$2 (\$22 testing fee minus \$20 GEDTS® discount).

Payment options

The form of payment used at the time of scheduling is determined by your testing center. Prior to scheduling, make sure you know which form of payment to use. It is very difficult to correct the payment terms if a mistake is made.

There are several payment options available for corrections testing centers:

- VUE Credit Terms
 - Testing centers must have a credit agreement with Pearson VUE

- Instructions on how to request a testing center credit line are found on this website:
<http://www.gedtestingservice.com/educators/payments>
- Questions concerning credit terms or invoices received from Pearson VUE should be directed to pvamericasfinance@pearson.com
- Vouchers
 - Can be purchased with a credit card or using a credit line
 - Instructions on how to request a voucher credit line are found on this website:
<http://www.gedtestingservice.com/educators/payments>
 - Vouchers can be purchased on this website:
<http://www.pearsonvue.com/vouchers/pricelist/ged.asp>
 - A frequently asked questions document can be found here:
http://www.pearsonvue.com/vouchers/pricelist/ged_faq.pdf
 - Make sure to use the correct voucher for the type of test being taken, either a first – time tester or re-tester. If a re-tester eligible for the discounted price uses a full price voucher, no refund will be made.
 - Questions about vouchers can be directed to PearsonVUEVoucherStore@pearson.com, (800) 869-4101, or (952) 905-7447.
- Credit Card
 - Credit card number is not stored with the individual’s registration; it is only used for payment
 - Invoices/receipts are not provided
 - A confirmation email is sent to the email address used to register the individual
 - Confirmation email could be forwarded to credit card holder as form of invoice/receipt
- Purchase Order – these must be preapproved through Pearson VUE using the Supplier Request form available for download on this website:
<http://www.gedtestingservice.com/educators/payments>

Appendix

Email diane.vaccari@fldoe.org if you need these documents.

- *Corrections Scheduling Questions*