

*Monitors are to patrol the CBT lab at ALL times so as to observe any cheating, sleeping or other improper activities and to assist those with problems or questions. Monitors should not stand in a single area for periods of time; this enables the purpose of observing the full lab area. Monitors are to pay close attention to detail of programs trainees are taking assuring they have clicked into the correct program. Monitors should NEVER move any trainee from one computer to another. If a technical issue arises always call the technical dept prior to logging a trainee off of the computer. Trainees may not leave a program once it has started. If an emergency occurs and they need to leave they **MUST** raise their hand and inform a Monitor. If they get up from their seat during a program their courses are to be failed and they must be re-scheduled by their company. Trainee's taking multiple programs, may take a short break after completion of one program and prior to starting another one. Trainees are not allowed to leave for lunch if they're currently checked in for remainder courses unless their scheduling times permit them to.*

The CBT lab should be maintained in a “Library Like” atmosphere, at ALL times. Loud talking and boisterous behavior should be discouraged by ISTC employees and trainees. Hearing the audio is an important part of the multimedia presentation; *headphones must be worn in such a way to hear the audio by all students.* Trainees are NOT ALLOWED to wear their own personal headphones. Reasonable accommodations will be made for any student with difficulties wearing headphones; this must be requested prior to beginning a course.

Food and drink will not be allowed at ALL in the CBT lab(s). Students should be advised that these courses are self-paced and they are welcome to finish drinks/snacks prior to entering the lab area. Use of tobacco products including smokeless tobacco is prohibited.

Cell phone use is disruptive to training activities, it has a negative impact on other participants therefore is prohibited during any training activity; this includes telephony, text messages, games, email, photography, or any other use. *All cell phones must be turned off or on silent and put away at ALL times while in the lab area.* Training cubicles must be free of ALL papers and writing materials. *Monitors should inform trainees of these rules prior to entering the lab if they notice these particular procedures are going to be violated.*

Boisterous or disruptive behavior of any kind which interferes with training activities will not be tolerated. Disruptive students may be asked to leave classroom/CBT lab resulting in a failed score.