

## **FAQ: Remote Proctoring**

### **1. If I sign up for the in-person exam, can I change my mind?**

Once applications have closed, you will not be able to change your examination administration choice. Physical space will be released based on candidate numbers at the time applications close. Additionally, the remote proctoring schedule will be set based on candidates who elect to access remote proctoring. Due to this being a live remote proctor, scheduling must be done well in advance.

### **2. What happens if there is a technical malfunction during the exam? Will this count as an attempt and limit the number of times I can take the exam?**

Candidates are expected to ensure they are able to meet the technical requirements including internet connectivity and stability. Please review the page [Technical and Environmental Requirements](#) to understand your responsibilities in a remote testing environment.

Depending on the situation, it is possible that an incomplete attempt due to technical difficulties could be considered an attempt for the purposes of the CCEB Examination Eligibility Policy.

The same procedures for reporting extraordinary circumstances apply:

<https://cceb.ca/docs/Exams-1-Appeals-Policy-Feb-2021.pdf>

### **3. Is it the exact same exam online and in person? Is it the same time allowance?**

Yes, the examination experience will be similar in person or using remote proctoring, but the content will remain identical. Candidates will take the exam synchronously (at the same time) and will need to be sequestered. The exam content will be the same. Candidates will key in their responses on a computer if using remote proctoring. The Component A and B exams will continue to be broken into two, 3-hour examination segments over one day per component.

Component B diagnostic images cannot be zoomed in but can be scrolled in order to move around the image.

### **4. What will happen to my images that are taken from my cameras when I am being proctored remotely?**

The CCEB has chosen a live proctoring model for its remote proctored administration. This means that a real person will watch candidates, in real time, during their examination, just as in the in-person administration. Therefore, the feeds from the video cameras will not be recorded or stored in any way, with the following exception: in the event of an incident wherein the proctor believes the candidate to be in violation of examination policy, i.e., the proctor suspects the candidate may be cheating, a recording, restricted to the incident, may

be made for later review. This recording and the documentation following from it will be shared only with the CCEB for use in the further investigation of the incident. Additional information regarding MonitorEDU's privacy policy with respect to video recording maybe found here: <https://monitoredu.com/privacy>

**5. Is there any change to the number of times I can take the exam if I am unsuccessful?**

No, the CCEB Examination Eligibility Policy remains the same for all candidates. This includes the total number of attempts.

**6. What if I need more time because of my need for an accommodation?**

Candidates who qualify for academic accommodations due to a disability may be able to use remote proctoring, depending on the type of accommodation required. For example, additional time can be managed via remote proctoring.

Candidates who require a medical assistive device will still need to seek prior approval from the CCEB and, if suitable for remote proctoring, may be asked to show the device to the proctor.

Application for accommodation (and assistive devices) must be received prior to applications closing. <https://cceb.ca/docs/Testing-Accommodations-Policy.pdf>

**7. Will everyone be writing at the same time across the country? Both onsite and remote? What if I'm writing in New Zealand - will it be in the middle of the night?**

Yes. All remote proctoring times are in Eastern Standard Time (Toronto local time). Testing will occur synchronously with sequestering to account for staggered start times. There is no accommodation for candidates in disparate time zones. You may be turned away from writing your examination without a refund if you arrive late to your allocated start time.

**8. How do I set up my environment for success and for security purposes? How do I test my computer and the connection?**

Please review the [Technical and Environmental Requirements](#) to understand your responsibilities in a remote testing environment.

**9. Is there a time I can set up and practice to make sure it is ready and going to work?**

System testing is available in advance of the examination administration and should be completed no later than 45 days prior to the examination administration. Candidates are solely responsible for ensuring their system is working properly and equipped to support remote proctoring. Please review the [Technical and Environmental Requirements](#) to understand your responsibilities in a remote testing environment.

**10. I have an older computer. What are the minimum computer requirements?**

Please review the [Technical and Environmental Requirements](#) to understand your responsibilities in a remote testing environment.

**11. Can I go to a friend or relative's house and use their computer if mine does not meet the minimum requirements?**

Provided a candidate is able to meet the [Technical and Environmental Requirements](#), they can do so in an alternate location suitable for high-stakes testing. Keep in mind there can not be other people in the room, or moving through the room, when you are testing. Moreover, ambient noise should be kept to an absolute minimum.

**12. Can I write from another country such as Australia or USA?**

Remote proctoring is available to you regardless of geography provided you can meet the [Technical and Environmental Requirements](#). Please note that there is no adaptation for time zones.

**13. How do you lock down my computer so I cannot tab into other sites or files on my computer?**

In order to access the examination, candidates must first download and install the FastTest WebLock browser from: <https://weblock.fasttestweb.com/testing/pr/20/9>. This should be done well ahead of the examination. Technical support is available if required. An opportunity to test your installation of FastTest WebLock will be made available prior to the examination.

On the day of the examination, after registering with the proctor and confirming your testing environment, the proctor will provide a direct link to the examination which will automatically launch FastTest Weblock and open the examination.

**14. Is there a test site that I can go to, near to my home, that has computers and someone to proctor and observe the examination?**

No, the CCEB is providing two options for the written examinations: remote proctoring and in-person testing.

**15. Will I get my results faster if I choose the remote proctoring option?**

No. The procedures used to review and validate the results remain critical to high-stakes entry-to-practice examination. Exam results will be released as usual within approximately 6 weeks of the administration.

**16. I am very nervous about remote proctoring. Who can I talk to in person who might reassure me?**

MonitorEDU has an online chat. Please feel free to contact them with your questions regarding the proctoring experience and any technical specification.

<https://monitoredu.com/live-chat>

**17. What will the remote proctored exam be like?**

It will be similar to the in-person exam experience, but the questions will be on the computer and candidates will input their answer via computer. The exam will continue to be multiple choice, closed book.

Candidates will check in with their ID and proctors will continuously live-monitor candidates as they take their examination. Sequestering procedures will be maintained. No candidates will be released from the exam until the last candidates have been sequestered/begun the exam to prevent the risk of information sharing.

Check out this video from MonitorEDU to learn more:

<https://www.youtube.com/watch?v=PZyZPFkxiv0&feature=youtu.be>

Note: The YouTube video is provided in English by the remote proctoring service provider, MonitorEDU. Candidates may access French captioning by clicking on the settings wheel and selecting French (Canada) subtitles/CC.

**18. How can I prepare for the remote proctored exam?**

- a) Be sure to read all instructions and communications from the CCEB and our remote proctoring provider, MonitorEDU.
- b) Review all CCEB provided FAQ documents.
- c) Thoroughly review the [Technical and Environmental Requirements](#) to ensure compliance.
- d) Watch the video referenced in FAQ #19 above.
- e) Complete the required Candidate Agreement Documents (for in-person exam and online exam) and submit prior to applications closing.
- f) Continue to prepare as you would for the in-person administration by carefully reviewing the resources on the CCEB website, with special attention paid to the Exam Information and Writing the Exams tabs. <https://cceb.ca/home/>.

**19. How will the CCEB ensure the examination is secure?**

The examination platform has several security features, including a secure lockdown browser, a proctor that will monitor the candidate using two cameras and audio, use of an access code to enter the examination, and scans of the candidate and the examination room. The proctor has the ability to end the examination if there is a serious threat to security. The video streams are not routinely recorded; however, in the event the proctor perceives any attempts at cheating or other irregular testing behaviour, the candidate may be recorded.

**20. What if my computer crashes or my power goes out? Will I be able to take the exam again without fee?**

Candidates are advised that meeting technical requirements is the responsibility of the candidate. Be sure to review the [Technical and Environment Requirements](#). Should such situations arise, they will be investigated with the remote proctoring service provider to determine the cause. Candidates should ensure they have provisions in place to support possible issues, including but not limited to ensuring all devices have sufficient power and internet availability, ideally with built-in redundancy features. The same procedures apply regarding candidate appeals due to extraordinary circumstances: <https://cceb.ca/docs/Exams-1-Appeals-Policy-Feb-2021.pdf>

**21. What happens if I have technical difficulties?**

Technical support will be available through the chat feature, and the proctor has the ability to stop the examination clock while the issues are resolved. In the unlikely event that the issues cannot be resolved quickly, and a candidate is not able to finish the examination, answers will be backed up and the CCEB will be notified. If candidates have questions about the technical requirements at any time, live chat is available 24 hours, 7 days a week to answer questions at <https://monitoredu.com/live-chat>. The same procedures apply regarding candidate appeals due to extraordinary circumstances: <https://cceb.ca/docs/Exams-1-Appeals-Policy-Feb-2021.pdf>

**22. Can my friend and I take the exam in the same room? Can we set up a room camera to watch both of us together?**

No, you will need to be alone in the room which you select as your examination room. This room will need to be scanned for the proctor and any movement or change in conditions in the room could jeopardize your examination attempt. Please review our [Technical and Environment Requirements](#) for full information.

**23. Will the online exam just watch me, or will they record voices as well?**

The remote proctor can both see (from two separate cameras) and interact with you, including hearing any noise in the room. The remote proctor can record the examination administration if they have security or other concerns that may need to be reviewed to determine if there was a breach.

**24. If I come down sick at the last minute and I am scheduled for the in-person exam, can I switch to online so I won't be turned away?**

No, candidates are asked to select a testing method during the application period. Once applications close, changes will not be permitted. Capacity in both in-person and remote proctoring environments is restricted and must be carefully scheduled.

**25. If I choose to write online, what assurances do I have that the exam won't get lost or be altered electronically after I submit it?**

Candidate responses to questions are recorded as they are made rather than uploaded from the candidate's personal computer in a batch at the end of the assessment. This ensures the highest degree of data integrity and guards against data loss. Additionally, logs are kept in order to monitor when, if, and for how long any internet connection loss might have occurred. Technical support is available to candidates via their proctor throughout the examination. Raw candidate response data is directly available to the CCEB's psychometricians for analysis and scoring following the examination via secure access to the testing platform.

**26. Will I be able to see my online proctor watching me through my computer?**

No. Candidates will only be able to view their examination.

**27. Will my session be recorded?**

The remote proctor is able to both see (from two separate cameras) and interact with you, including hearing any noise in the room. The remote proctor has the ability to record the examination administration if they have security, or other concerns, that may need to be reviewed to determine if there was a breach.

**28. Will I be able to take breaks during the exam if taken remotely?**

Candidates are permitted to take breaks of up to five minutes in length to use the restroom during the examination as necessary, just as they are during an in-person administration. The examination clock will continue during these breaks and the proctor may ask for additional security protocols.

**29. Will I be able to take notes during the exam?**

Candidates will be permitted to have one piece of plain 8x10 paper and a pencil during the examination. Should a candidate choose to have a piece of note paper it will be shown to the proctor as part of the security check and will again be shown to the proctor at the end of the exam. The proctor will then observe the candidate destroying the paper.

**30. What is MonitorEDU's privacy policy?**

Candidates may view MonitorEDU's Privacy Policy here: <https://monitoredu.com/privacy>

**31. I am francophone. Will the proctor speak French?**

Yes. Candidates electing to take the French version of the CCEB examination and use remote proctoring will be paired with a French-speaking proctor. All aspects of the interface are translated except for the item navigation buttons like 'back' and 'next'. Candidates who

have selected a French examination will be provided with a translation sheet for those untranslated buttons which they are permitted to keep on their desk during remote proctoring.

**32. What time should I arrive for the exam when using remote proctoring?**

Candidates must be seated in the examination area at the time that the examination is scheduled to begin. As with the in-person examination experience, late candidates may not be permitted to take the examination and may be considered a no-show, with no refunds provided.

**33. I have questions that have not been answered here. How can I learn more about remote proctoring with MonitorEDU?**

If candidates have questions about the technical requirements or other specifics about the remote proctoring experiences, live chat is available 24 hours, 7 days a week. Please visit <https://monitoredu.com/live-chat> for assistance.