

**BCS, The Chartered Institute for IT**

**Remote Proctor Guidelines for Candidates**

**May 2020**

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# 1. Purpose and Scope

The purpose of this document is to provide guidance to candidates taking on-line BCS examinations using a remote proctor.

## 2. Overview

BCS has partnered with Questionmark to offer remote proctoring examinations.

Remote proctoring will allow the candidate greater flexibility to choose a time and location which is convenient for them whilst ensuring the integrity of examinations taken using Questionmark.

## 3. Security and Integrity of the Process

The invigilator/proctor will monitor up to 4 candidates taking examinations at any one time by looking at their screen. Through this process the invigilator/proctor can see the candidate and see what they are doing and has the authority to terminate the examination if they are certain or suspect suspicious activity. See Section 8 for further information.

## 4. Technical Requirements

Candidates can take the examination anywhere where there is internet access and a computer/laptop with a microphone and web camera and with Questionmark Secure installed. This will also require a plug in for Zoom, downloading this is explained on page 6.

Questionmark has a link that enables testing of the equipment to ensure compatibility - <https://www.questionmark.com/content/technical-requirements-online-proctored-exam>. It is strongly recommended that all candidates do this as early as possible.

It is advisable that all firewalls and anti-virus software are turned off prior to the exam as they may interfere with the running of Zoom and Questionmark Secure. If using a work device it is strongly recommended that you contact your company IT department to ensure that the device will function correctly prior to the exam time.

## 5. Candidate actions

The candidate will receive an email informing them of the logon details for Questionmark. The candidate will need to click on this link to register and create the proctor session.

### 5.1 Register with BCS

The candidate will receive an email from BCS inviting them to register on the e-professional portal. Once the candidate has completed this registration, they will be able to see the booking details that the ATO supplied to BCS. The exam date and time may not reflect the date and time that the candidate will book with Questionmark. This date and time will be updated once the exam has taken place and results are being processed.

## 5.2 Register with Questionmark

The candidate will receive an email directing them to log into the Questionmark website to confirm their account and set their password.

Questionmark 608837

My Assessments My Results BCS Test

### BCSCandidateTest

You have just used your one-time login link. It is no longer necessary to use this link to log in. Please change your password.

View Edit Orders

Account Main Organization Primary Address Secondary Address Details

E-mail address \*

bcstestaccount@yopmail.com

A valid e-mail address. All e-mails from the system will be sent to this address. The e-mail address is not made public and will only be used if you wish to receive a new password or wish to receive certain news or notifications by e-mail.

Password

Confirm password

Password strength: \_\_\_\_\_

If there are any issues with the registration, please contact [support@questionmark.com](mailto:support@questionmark.com).

## 5.3 Create Proctor session

To select the exam date and time click on 'Schedule'. If you have multiple exams to schedule it is advised that you only schedule the exam you wish to take otherwise you may encounter an error 500 screen. If you do encounter this then please clear your browser cache before proceeding.

Questionmark

My Assessments My Results

### My Assessments

Proctored Unproctored

| Exam Name            | Appointment Status | Appointment Date | Options  |
|----------------------|--------------------|------------------|----------|
| Hardware vs Software |                    |                  | Schedule |

Click in the Date box to select the preferred date and click out of the box for it to update. Repeat for the time slot.

Once happy with the selections, click 'Schedule Appointment'.

**Questionmark**

My Assessments My Results

## My Assessments

Proctored Unproctored

| Exam Name            | Appointment Status | Appointment Date        | Options |
|----------------------|--------------------|-------------------------|---------|
| Hardware vs Software | Scheduled          | Thu, 12/06/2018 - 09:00 | Cancel  |

The candidate will receive a reservation confirmation email from Questionmark confirming the examination, institution, date, time and time zone. Please check these details to ensure the correct examination, date and time has been booked.

If you have any issues creating/selecting a session please contact [support@questionmark.com](mailto:support@questionmark.com)

## 5.4 Taking the Examination

To take the examination the candidate will log in to their account on the Questionmark website. The 'My Assessments' screen is displayed. The 'Schedule' button will change to 'Launch' when the examination is available in the booked time slot to start. Click 'Start'. Please note that the status will change to 'Launch' 15 minutes prior to the exam start time. Click 'Launch' and the Proctor will guide the candidate through the required steps to set up the examination.

In order to allow the proctor to view the candidate and their environment the candidate will need to download the Zoom application. This should be done at the earliest opportunity after the exam is scheduled to ensure that the application loads correctly. If using a company device please check with your IT department that it has loaded correctly and that it will run once the exam has started.

The download can be accomplished as follows:

In your web browser type [zoom.us/support/download](https://zoom.us/support/download). This will automatically download the windows version of Zoom.exe at the taskbar of your PC/Laptop, left click the zoominstaller.exe. Allow your device to download the application. This cannot be tested but should open on your web browser when downloaded. If you experience any issues at the point of the exam with this application please contact [support@examity.com](mailto:support@examity.com)

The invigilator/proctor will ask the candidate to show one form of photo ID or two forms of other ID (see Section 8 for further information).

The invigilator/proctor will advise the candidate about the duration of the exam, details about resources (if any are allowed), that no breaks are permitted and any other information for that examination.

The invigilator/proctor will ask the candidate to show them the examination room to confirm it is suitable for the examination to take place.

Once this has been completed, the candidate will be able to access the online test . The invigilator/proctor will then unlock the exam and the examination will begin.

## 5.5 Completing the Examination

To finish the examination on the online test system Questionmark, the candidate clicks on 'End Exam'. A provisional result will be displayed on the screen.

## 5.6 Result confirmation and e-certificate

BCS will confirm the result and this will be displayed in the candidate portal within 1 week of the exam being taken. The e-certificate will also be available in the candidate portal. The exam details will be updated to reflect the actual date the exam took place

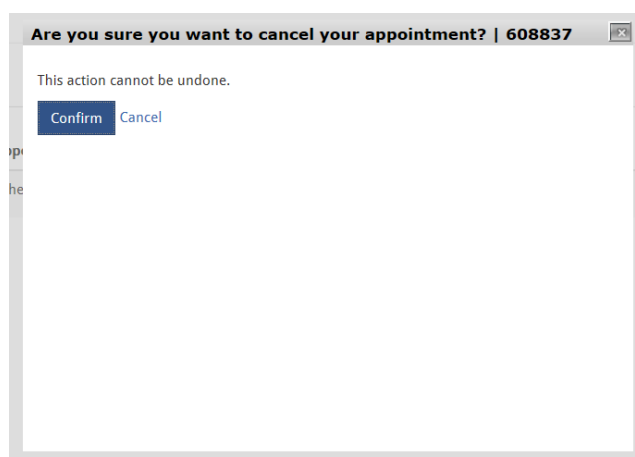
If the candidate has unfortunately failed the examination, then they will need to contact their training provider to arrange another sitting. If they try to book again with Questionmark then the exam will not be available when they try to access the online examination.

## 5.7 Changing the proctor session

If the candidate requires to change the date and/or time of the proctor session, then they can do this by logging onto their account on the Questionmark website.

To reschedule an exam session, the candidate will need to cancel the existing session and book a new one, following the same steps as before.

To cancel an exam session, click on the 'Cancel' button to the right-hand side of the exam session and 'Confirm'. The candidate will also need to contact their ATP to cancel the examination session with BCS.



## 6. Exam Sitting Availability

The Questionmark website allows a candidate to book the examination according to their time zone.

Examinations can be taken anywhere by the candidate, but it must be in an environment that is quiet and where the candidate is alone.

## 7. Technical Problems

### During an examination:

The invigilator can take control (with the candidate's express permission) of the candidate's screen by using <https://secure.logmein.com>, before Questionmark Secure is in use, which allows the invigilator to securely connect to the candidate's PC/MAC from any computer or iPad. It allows the invigilator to access everything from applications to files.

In the unlikely event that there is a technical problem Questionmark will contact the candidate either by phone or email to re-establish the connection. If this fails, then the candidate will be asked to re-book the examination again at no cost.

## 8. Candidate Identification

Candidates will be required to provide one form of photographic identification before the examination starts or two forms of other identification. Further detail of what is acceptable identification can be found in the [Identification Policy](#).

## 9. Suspicious Activity

Questionmark invigilators continually monitor the candidate for suspicious activity and have the authority to terminate the examination.

In the event that the invigilator is certain that they have witnessed a breach of exam conditions they will stop the examination session, advise the candidate that they have witnessed them cheating, that the examination session is being terminated and that their result is null and void.

If the invigilator is confident, but not certain, that they have witnessed cheating they will stop the examination session, advise the candidate that they believe they have witnessed them cheating and that the examination session is being terminated.

Questionmark will send an email to BCS immediately after the examination session indicating there may be a problem and follow this up within 48 hours with an official incident report. BCS will make the final decision and advise the candidate of the decision.

An examination will be marked null and void if a candidate:

- Accesses any programmes not authorised during the examination
- Accesses the internet
- Makes contact with an unauthorised third person

- Refers to notes

This is not an exhaustive list and the invigilator will have personal discretion to terminate an examination if they are certain or confident of suspicious activity.

## 10. Additional Time Requests

The candidate should apply to BCS for additional time **10 days** prior to the examination using the BCS Extra Time Form or BCS Reasonable Adjustment Form as appropriate. BCS will advise Questionmark of the authorised extra time once it has been approved by BCS. Questionmark cannot provide any services such as a reader so if a candidate has reasonable adjustments then they may have to do an examination through BCS.

## 11. Support

### Questionmark Support

To contact Questionmark:

Email: [support@questionmark.com](mailto:support@questionmark.com)

**Questionmark Live Chat** is available for candidates who have logged onto the Questionmark website.

If you are still having issues please go to <https://support.questionmark.com/>. This gives phone, email and live chat options if you are unable to use the live chat after login.

**BCS Technical Support – for any issues concerning your MyBCS account or E-professional please use the contact details below, for all other queries please use the Questionmark Support contact details.**

To contact the BCS technical team:

Telephone +(44) 1793 417 417 Office hours are 8:30am to 5.15pm (GMT)

Email: [customerservices@bcs.uk](mailto:customerservices@bcs.uk)

## 12. Review

This Remote Proctoring Procedure shall be reviewed on an annual basis by the Compliance Officer and Service Delivery Manager to ensure its on-going effectiveness.