

**BCS, The Chartered Institute for IT**

**Remote Proctor Guidelines for ATPs**

**May 2021**

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## 1. Purpose and Scope

The purpose of this document is to provide guidance to Accredited Training Providers (ATPs) who wish to book an on-line BCS examination using a remote proctor.

## 2. Overview

BCS has partnered with Questionmark to offer our remote proctoring examinations.

Remote proctoring allows the candidate greater flexibility to choose a time and location which is convenient for them, whilst ensuring the integrity of examinations taken using Questionmark. Remote Proctoring monitors (sound and visual) the candidate for the duration of their examination.

## 3. Security and Integrity of the Process

The invigilator will monitor up to 4 candidates taking examinations at any one time by looking at their screen. Through this process the invigilator 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 10 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.

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.

## 5. Booking an exam for Questionmark

The examination should be booked in the BCS e-professional exam booking system. Please allow a minimum of 2 working days' notice for BCS to process the booking.

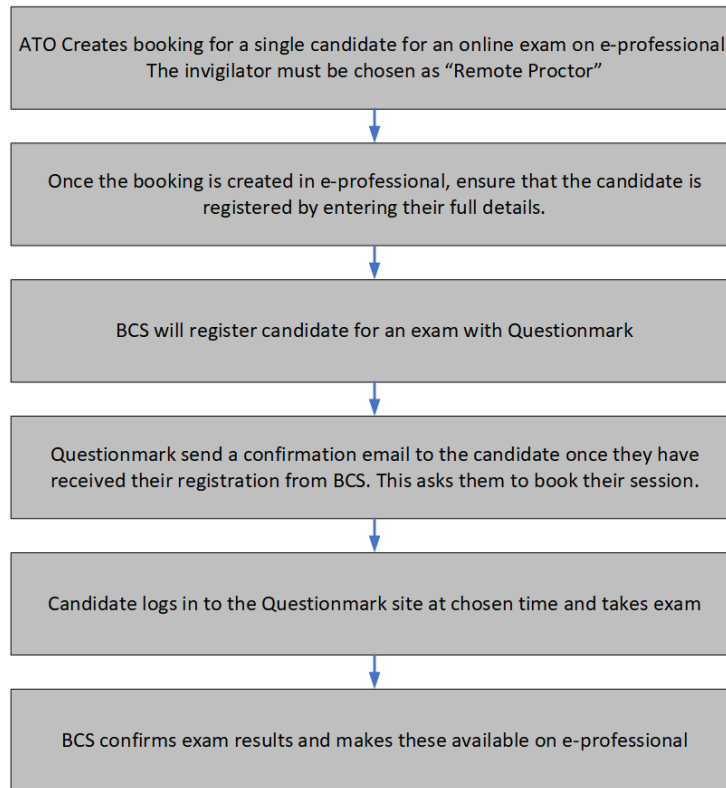
The candidate details need to be added into the e-professional examination booking in order for BCS to set up an exam session in Questionmark.

When the candidate has been registered for the exam in Questionmark by BCS they will receive an email asking them to complete their registration and schedule the exam.

To take the examination the candidate will log in to the Questionmark website which will connect them to a live proctor via a web camera. The candidate will then connect their screen to the invigilators which will enable the invigilator to assist with the authentication process. The invigilator will ask the candidate to show a photo ID (agreed list provided by BCS) which he will capture on his own screen for authentication records. The invigilator will then unlock the exam. Once this has been completed, the candidate will be able to access their exam.

Here is a summary of the exam booking process with Questionmark as the invigilator:

## Questionmark Exam Booking Process



## 6. e-professional Exam Booking Instructions

### 6.1 Set up remote proctored invigilator

In order to book an exam with online proctoring, "Remote Proctor" will need to be set up as an invigilator. An NDA is not required for a remote proctoring invigilator.

Accreditation – Manage delivery team people and roles – Add new person

Back to Manage Delivery Teams

### Add User Accreditation

User to be Accredited as

Qualification \* Foundation Certificate in Project Management

User to be Accredited as \* Invigilator

Continue

Qualification – select any from list of accredited qualifications

User to be created as – select invigilator

Click Continue

Note: invigilators are approved at an organisation level not a qualification. Select any qualification to add an invigilator.

**Invigilator**

**Delivery teams**

**Invigilator**

First name \*

Surname \*

Email \*

Telephone

Date of birth \* day  month  year

Country \*

Address line 1 \*

Address line 2

Town / City \*

County / State

Post code / Zip

To complete the invigilator review process, please send a signed copy of the NDA form to [pds-accreditation@hq.bcs.org.uk](mailto:pds-accreditation@hq.bcs.org.uk). If you require a copy of the NDA form please contact the BCS Accreditation Team.

Enter Firstname = remote  
Surname = invigilator  
Email address = [proctor@yourorganisation.proc](mailto:proctor@yourorganisation.proc) (enter your organisation's name)  
Date of Birth (Should not be mandatory so enter any date)  
Address = your organisation address

Click on Save and Continue  
The following message will be displayed:

Your application has been sent to the BCS Accreditation team for review

BCS will approve the Remote invigilator and notify when it is ready to select for bookings.


## 6.2 Booking an online exam

An e-professional examination booking is required for each candidate sitting. If the candidate is taking a combined course containing more than one examination, then a booking is required for each examination.

Select 'Book an exam' from the Exam Manager tab.

Enter the following details for **Step 1: Exam Session Information**

Exam Format:            Online

Date: Select a date in the future using the calendar tool.   
(this date is arbitrary and will not reflect the session details the candidate books in Questionmark)

Start Time: Select a time.

Course Type: Choose Public or Client


Venue: Enter the venue where the exam will be taken. This will either be the candidate's home address, work address or another venue.

Venue Contact Name: Enter the contact name at the venue.

Venue Telephone No: Enter the telephone number for the venue.

Click on 'Continue'

**Step 1: Exam Session Information**

Exam format	*	<input type="text" value="Online"/>
Date	*	<input type="text" value="24 January 2014"/> 
Start time	*	<input type="text" value="15:00"/>
Course type	*	<input checked="" type="radio"/> Public <input type="radio"/> Client
Venue	*	BCS, Davidson Building, Davidson Building, 5 Southampton Street, London, WC2E 7HA <a href="#">[remove / change venue]</a>
Venue contact name		<input type="text" value="Hannah Smith"/>
Venue telephone no.	*	<input type="text" value="01793 417666"/>
Specific venue instructions		<input type="text" value="No parking on site. Nearest car park is Drury Lane. Closest Underground station is Covent Garden."/>

[\[cancel booking\]](#)

Enter the following details for **Step 2: Select Exam(s)**

Select the examination that the candidate will be sitting. Only examinations that your organisation has been accredited for will be listed. Examinations not available in the online format will be shaded in pink.

Step 2: Select Exam(s)

Exam format	Online
Professional Certifications	▼
IT Service Management	▶
Project Management and Support	▶
Software Testing	▶
Business Analysis	▼
Foundation Certificate in Business Change	<small>Not available (hover for explanation)</small> <input type="checkbox"/>
Foundation Certificate in Business Analysis	<input checked="" type="checkbox"/>
Certificate in Commercial Awareness	<input type="checkbox"/>
Foundation Certificate in Business Change (CBT)	<small>Not available (hover for explanation)</small> <input type="checkbox"/>
Foundation Certification in Business Analysis (CBT)	<input type="checkbox"/>
Certificate in Commercial Awareness (CBT)	<input type="checkbox"/>
Solution Development and Architecture	▶
Green and Sustainable IT	▶
Data Centre Management	▶
IT Governance and Information Security	▶
Software Asset Management	▶
CESG	▶
Agile	▼
Foundation Certificate in Agile	<input type="checkbox"/>

[\[cancel booking\]](#)

Click on 'Continue'

Enter the following details for **Step 3: Candidates & Papers**

- |                                       |                                      |
|---------------------------------------|--------------------------------------|
| Language:                             | Select the language.                 |
| No candidates taking the exam:        | Enter 1 candidate.                   |
| How many of these are taking a resit: | Enter 1 if the candidate is a resit. |
| Course Tutor:                         | Enter the course tutor.              |
| Course start date:                    | Enter course start date.             |
| Course end date:                      | Enter the course end date.           |

**Step 3: Candidates & Papers**

**Foundation Certificate in Business Analysis** [\[remove\]](#)

Languages required for this paper  English

No. of candidates taking this paper

How many of these are taking a resit?

Is extra time required due to language?  Yes  No

Any other reasonable adjustments  Yes  No

Course tutor

Course start date

Course end date

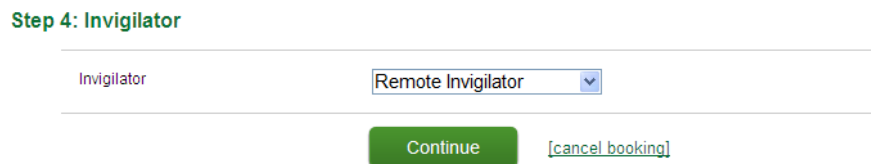
Total candidates for session: 1

[\[cancel booking\]](#)

Enter details of Extra Time and Reasonable Adjustments when the candidate is added to the booking. (Please note that Extra Time and Reasonable Adjustments requests need to be approved by BCS before booking can be processed by BCS)

Enter the following details for **Step 4: invigilator**

invigilator:      Select remote invigilator



Step 4: Invigilator

Invigilator      Remote Invigilator

Continue      [cancel booking]

Click on 'Continue'.

Check the examination booking details and click 'Submit Booking'.

## 7. 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.

The candidate needs to take the following actions which are described in more detail below this list:

- Candidate receives registration email from BCS
- Candidate registers with BCS to have access to candidate portal
- Candidate receives online exam email from BCS
- Candidate registers with Questionmark
- Candidate logs onto Questionmark to schedule a proctor session
- Candidate logs on to Questionmark to take exam
- Candidate completes online exam and a provisional result is displayed
- Candidate logs onto BCS e-professional account to view confirmed result and e-certificate which should be available shortly after the examination

A full candidate guide is available at: <https://www.bcs.org/media/3206/remote-proctor-guidance-for-candidates.pdf>

## 8. 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.



## 9. Technical Problems

### **During an examination:**

With the candidates permission, the invigilator can take control of the candidates screen using the Zoom Session if using the desktop browser. It allows the invigilator to access everything from applications to files.

In the unlikely event that there is a technical problem Examity 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.

## 10. Candidate Identification

Candidates will be required to provide photographic identification before the examination starts. The invigilator will take a screen snapshot of the identification which will be stored for 90 days.

## 11. Suspicious Activity

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

If 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, that the examination session is being terminated and the recording will be sent to BCS for a decision.

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 with video and/or screenshot documentation. 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
- Contacts an unauthorised third person
- Refers to notes
- Leaves the room

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.

## 12. 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.

## 13. Payment

ATP's will be invoiced as normal for the examination fees. ATP's will be invoiced separately for the Questionmark fees.

## 14. Support

### BCS Technical Support

To contact the BCS Customer Service team:

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

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

## 15. 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.