



Remote Proctor Guidelines for Candidates

V3.0 July 2026



Contents

1.	Overview	3
2.	Technical Requirements	3
3.	Candidate responsibilities.....	3
3.1.	Create Proctor session.....	4
3.2.	Taking the Examination.....	8
3.3.	Completing the Examination	11
3.4.	Result confirmation and e-certificate.....	11
3.5.	Changing the proctor session	Error! Bookmark not defined.
4.	Exam Sitting Availability.....	Error! Bookmark not defined.
5.	Technical Problems	11
6.	Candidate Identification	12
7.	Suspicious Activity	12
8.	Additional Time Requests.....	12
9.	Support.....	12
10.	Review.....	13

1. Overview

BCS has partnered with Questionmark to offer remote proctored exams.

Remote proctoring allows a candidate to choose a time and location which is convenient for them to sit their exam. Proctors will monitor candidate on screen via a camera and microphone, whilst also viewing their screen.

2. Technical Requirements

Candidates can take the examination anywhere where there is internet access and a computer/laptop with a microphone and web camera.

We strongly recommend that candidates check they have the right technical requirements by using this link as early as possible:

<https://support.questionmark.com/content/technical-requirements-online-proctored-exam>

Please note that video-based exams have additional technical requirements that are detailed in the syllabus.

3. Candidate responsibilities

Candidates need to complete registrations for both BCS and Questionmark.

You will receive an email inviting you to register on the e-professional portal. Once you have completed this registration, you will be able to see the booking details that your training provider had given to BCS. The exam date and time may not reflect what you will book with Questionmark, but we will update this once the exam has taken place so your certificate will have the correct date.

You will also receive an email with log in details for Questionmark. This will enable you to complete your registration and book your exam. The link for registering is:

<https://ondemand.questionmark.eu/home/604017>

If you are unable to see an assessment to schedule once you have registered, please contact BCS via customerservice@bcs.uk

If you're unable to select a remote proctored time and date, please contact support@questionmark.com

3.1. Create Proctor session

To book a time slot for an existing exam, click the calendar icon against the exam that you plan to take:

My Assessments					Neetu Jaiswal
Hi Neetu Jaiswal, welcome to your assessments					
Name	Attempts left	Available from	Available until	Delivery	
Data Literacy Exam	Unlimited			Talview Live	Make exam booking

Select the timezone in which you are planning to take the exam and then select the date and timeslot. Click the “Book online appointment button” to confirm the booking:

Online appointment booking

Timezone

☒ Use my profile's timezone ((UTC+05:30) Chennai, Kolkata, Mumbai, New Delhi)

Exam date and time

< June 2026 >

Friday, Jun 19

Mon	Tue	Wed	Thur	Fri	Sat	Sun
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

5:30 am

8:00 am

9:00 am

1:30 pm

5:00 pm

7:00 pm

9:30 pm

11:00 pm

Close

Book online appointment

A pop-up window will appear in which you need to confirm that you will start the appointment at least 15-30 mins before the exam start time:

Online appointment booking

You are about to book an online assessment for:

Friday Jun 19, 2026, 9:00 am

(UTC+05:30) Chennai, Kolkata, Mumbai, New Delhi

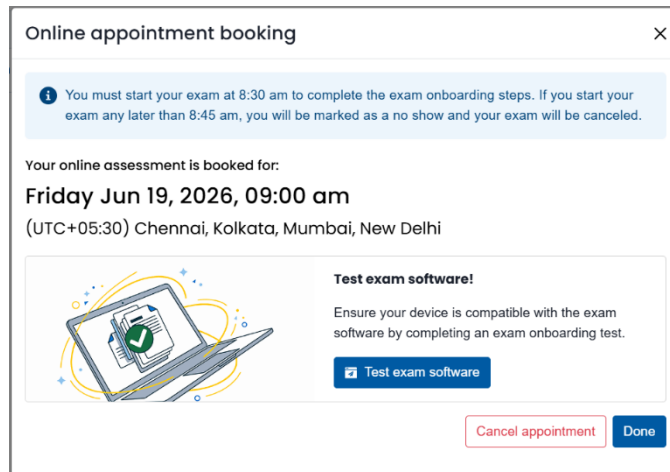
☒ I confirm that I **MUST** start my appointment between 8:30 am–8:45 am for mandatory exam onboarding and ID verification; failure to do so may result in my exam being canceled.*

Do you wish to confirm this booking?

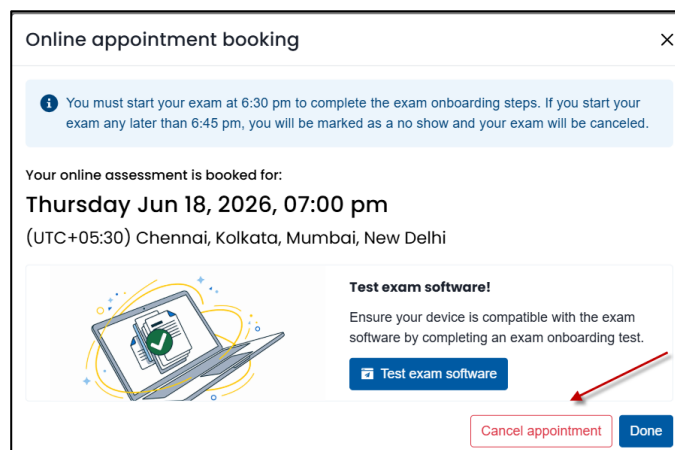
Cancel

Confirm

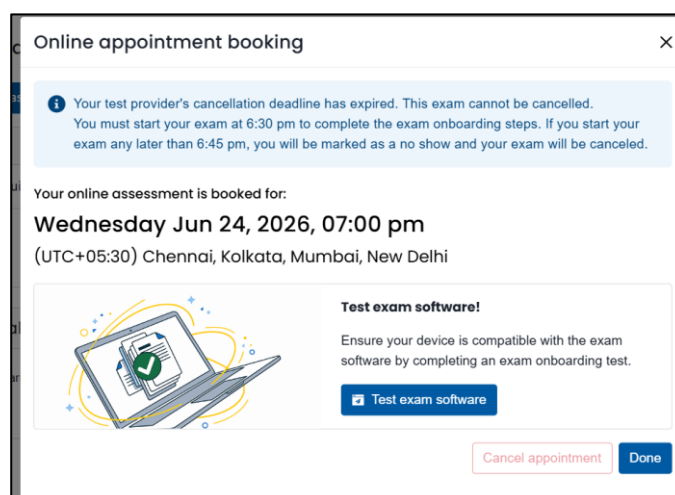
Once your exam booking confirmation message pops up you can click “Done”:



If you want to cancel an existing appointment, you can go to My Assessments tab, click the Calendar icon and then click the Cancel appointment button to cancel the booking. Finish by clicking “Done”:



If you try to cancel an exam appointment within 24 hours of your appointment or after the scheduled time (which is 15 mins before the actual start time of exam), you will get the below message:



Test Exam Software

In this window, you will also have a button that you can click to test the exam software and make sure your system (which you will be using to take the exam) is compatible and exam ready. Please note that software checks should be complete prior to your exam session:

Online appointment booking

You must start your exam at 6:30 pm to complete the exam onboarding steps. If you start your exam any later than 6:45 pm, you will be marked as a no show and your exam will be canceled.

Your online assessment is booked for:
Thursday Jun 18, 2026, 07:00 pm
(UTC+05:30) Chennai, Kolkata, Mumbai, New Delhi



Test exam software!
Ensure your device is compatible with the exam software by completing an exam onboarding test.

Test exam software

Cancel appointment

Done

On clicking the **Test exam software** button, you will be guided through a series of steps to test the system for exam readiness. Follow these steps below until you reach the “Preflight Check successful” message:

Pre-exam readiness

Welcome to the software test

This will take you through the expected set up stages for exam onboarding.
If you are able to complete this, then your device is compatible with the exam software.

If you are unable to complete this, review these troubleshooting steps.

Start software test

TERMS OF USE

English

Terms and Conditions

By continuing to use this website, applications, and services, you agree to the [Terms and Conditions](#) of usage. If you do not agree to these, you may contact the entity (company, institution) who directed you here.

Data Privacy

You may exercise your rights by raising a request on the [Support Portal](#). For further queries, you may contact our Data Protection Officer over email. [Click here to copy the email.](#)

☐ I agree to the [Terms & Conditions](#) & [Privacy policy](#).

☐ I give my consent to capture my data.

Proceed

INSTRUCTIONS

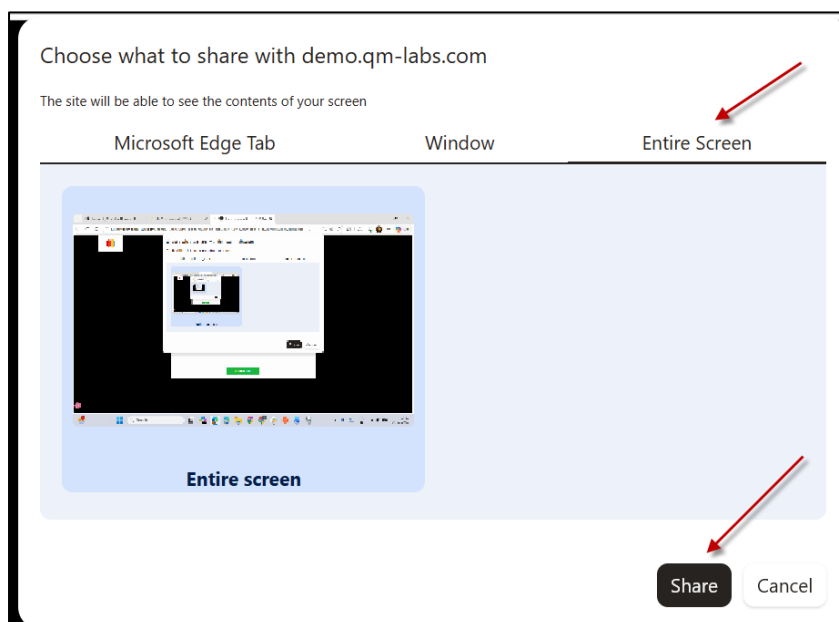
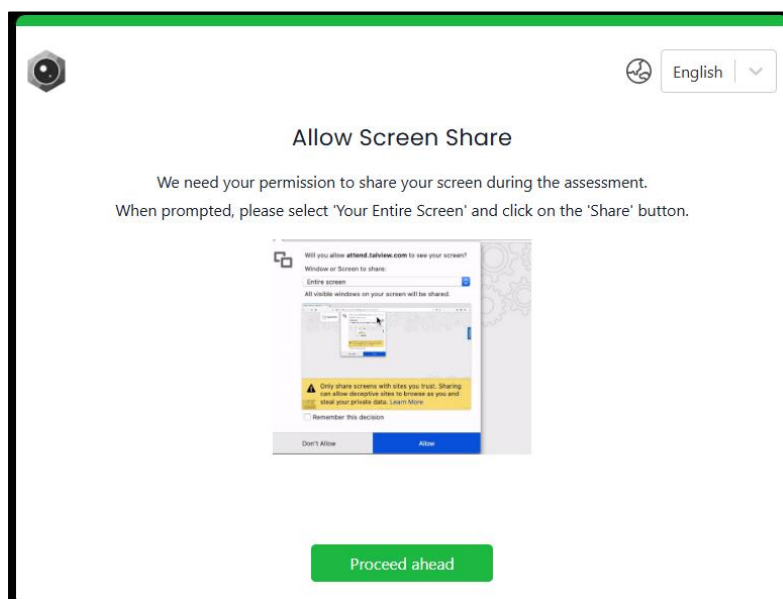
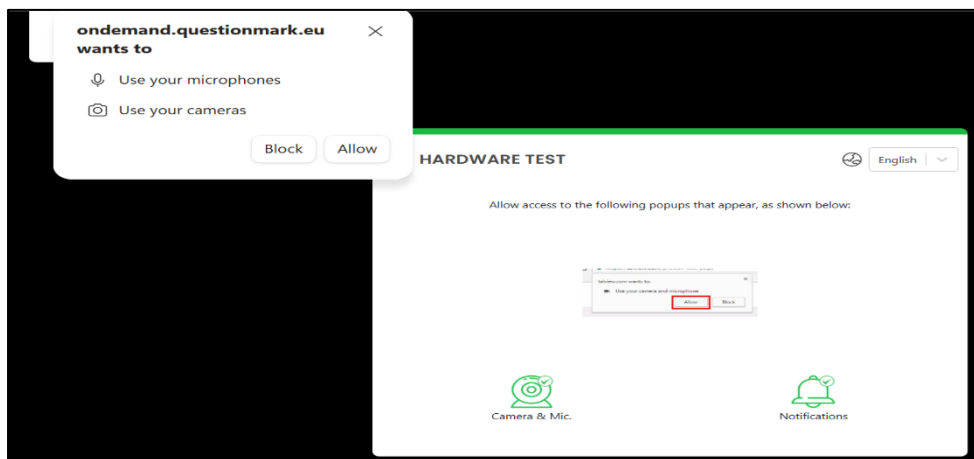
English

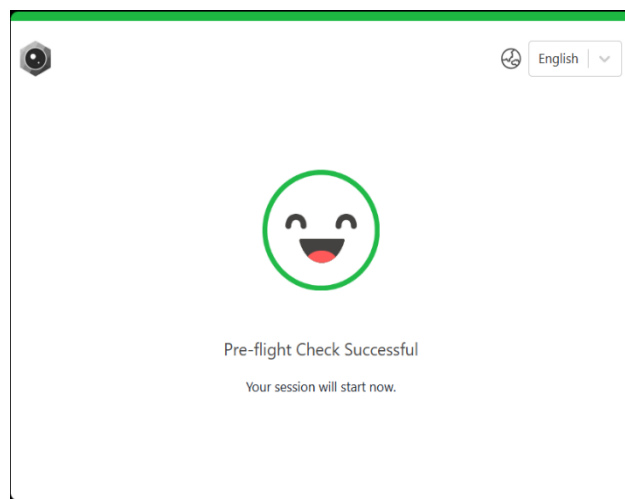
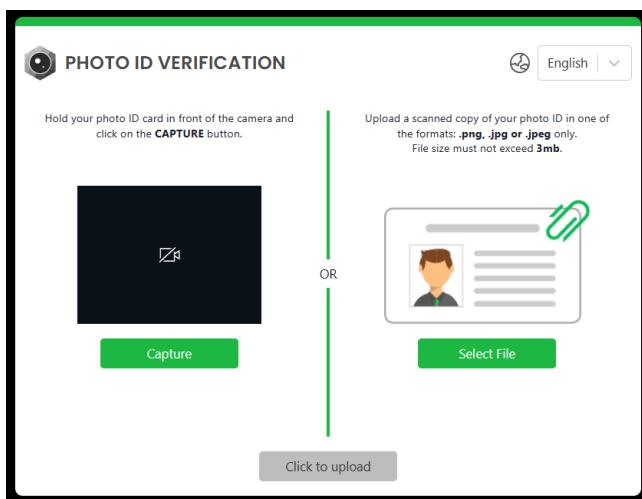
→ Attend the test in a quiet environment without any distractions.

→ Close applications such as Microsoft Teams, Zoom, Google Meet, etc., which might interrupt the test.

→ For audio tests, keep the microphone close to your mouth and avoid moving the position of your microphone for better audibility.

Proceed





Remote proctored exams follow these steps:

- The candidate schedules their proctoring appointment.
- An appointment launch link will appear in the My Assessments tab of the Questionmark portal 15 minutes before the appointment. A candidate clicks the link to begin the appointment.
- Once connected, the proctor will expect the candidate to provide the identification documents required by the test publisher.
- The proctor will use the webcam to check the integrity of the exam (i.e. to ensure the candidate is alone and that their desk is clear).
- The proctor will unlock the exam, allowing the candidate to commence the assessment.
- The proctor will monitor the candidate through real-time audio/video as they progress through the exam. The proctor can pause or terminate the exam if the rules are not followed. The candidate may speak to the proctor at any time during the exam.

Taking the Examination

Candidates must ensure that the following conditions are adhered to. Failure to do so may result in your exam session being voided:

Rules you must follow

- You are alone in the room.
- Your desk and work area are clear and there is nothing nearby.
- You are connected to a power source.
- You have a stable internet connection.
- Do not use phones or headphones of any kind.
- Do not use dual monitors.
- Do not leave your seat.
- Do not talk.
- Webcam, speakers, and microphone must remain on throughout the assessment.
- The proctor must be able to see you for the duration of the assessment.

When you are ready to take your exam please follow the steps guided by the proctoring tool for ID verification and environment screening:

Questionmark

90s Grunge Quiz

Rules of Conduct

Resources: Guidelines | Tech | Privacy | Support

1. ID: Valid govt ID required; impersonation = disqualification.

2. Room: Quiet, well-lit; no one else allowed; door closed; clean desk.

3. Breaks: No bathroom/unscheduled breaks.

4. Allowed: Computer with webcam/mic; approved items only.

5. Prohibited: Phones, wearables, notes, headphones, extra devices.

6. Behavior: Stay visible; no talking; no looking away often.

7. Technical: No tab/app switching; report via Support.

8. Integrity: No cheating, AI tools, or external help.

9. Recording: Session recorded per Policy.

Violations: Termination, result cancel, or ban.

☒ I agree

Cancel

Next

TERMS OF USE

English

Terms and Conditions

By continuing to use this website, applications, and services, you agree to the Terms and Conditions of usage. If you do not agree to these, you may contact the entity (company, institution) who directed you here.

Data Privacy

You may exercise your rights by raising a request on the Support Portal. For further queries, you may contact our Data Protection Officer over email. Click here to copy the email.

☒ I agree to the Terms & Conditions & Privacy policy.

☒ I give my consent to capture my data.

Proceed

INSTRUCTIONS

English

→ Attend the test in a quiet environment without any distractions.

→ Close applications such as Microsoft Teams, Zoom, Google Meet, etc., which might interrupt the test.

→ For audio tests, keep the microphone close to your mouth and avoid moving the position of your microphone for better audibility.

("candidate_instruction":"NA","proctor_instructions":"")

Resources: Guidelines | Incidents | Privacy

Conduct:Neutral, respectful; no unnecessary interruptions.

Verify:Check ID; ensure candidate is alone; 360° scan.

Room:Confirmno other person& no prohibited items.

Proceed

Allow Screen Share

English

We need your permission to share your screen during the assessment.

When prompted, please select 'Your Entire Screen' and click on the 'Share' button.

Will you allow external software to see your screen?

Window or Screen to share

Select Window or Screen

Remember this decision

Start Video

Allow

Proceed ahead

Choose what to share with demo.qm-labs.com

The site will be able to see the contents of your screen

Microsoft Edge Tab

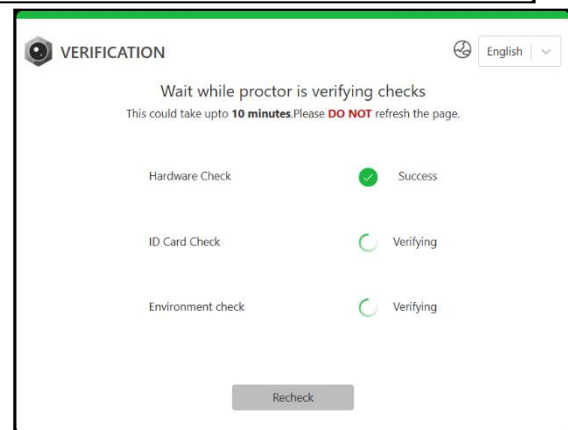
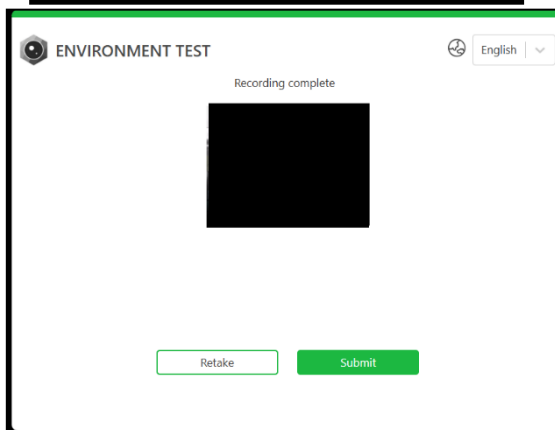
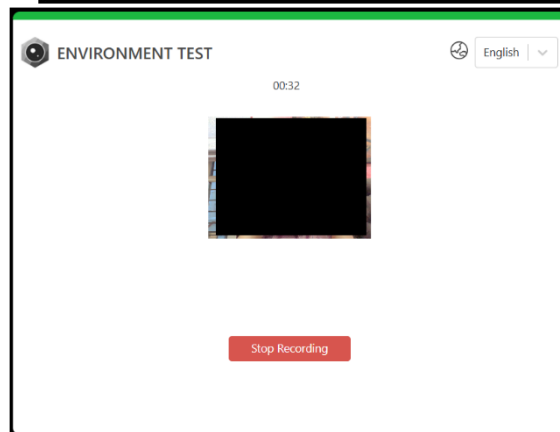
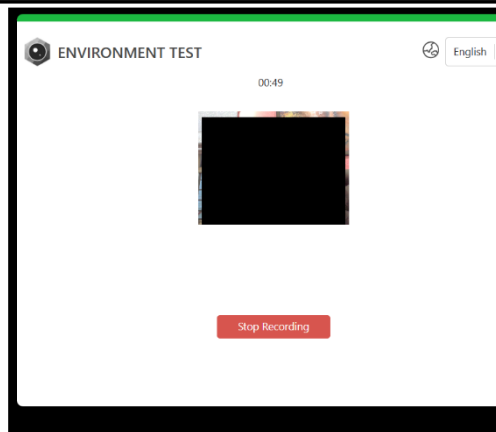
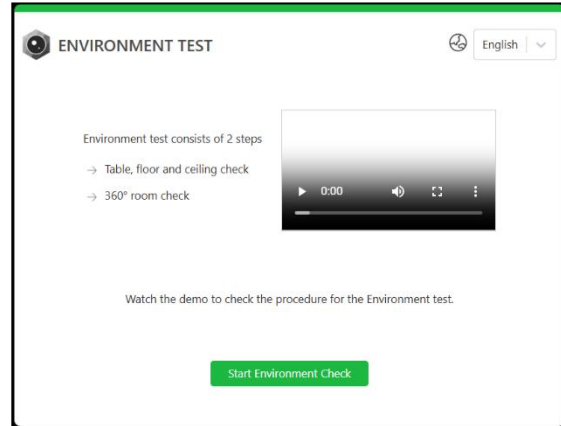
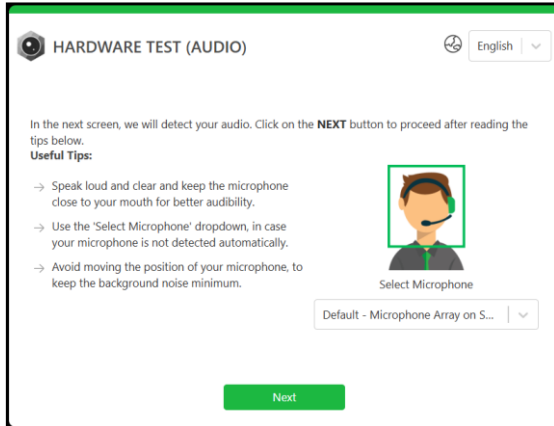
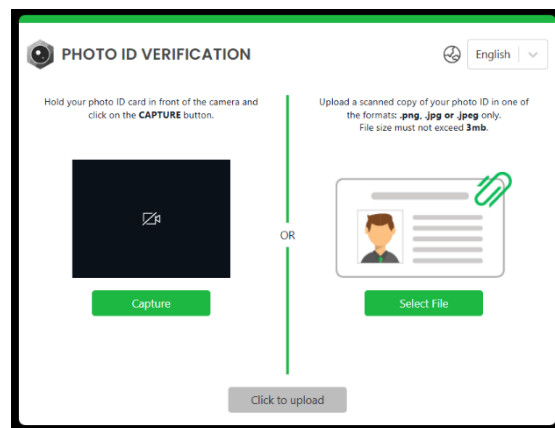
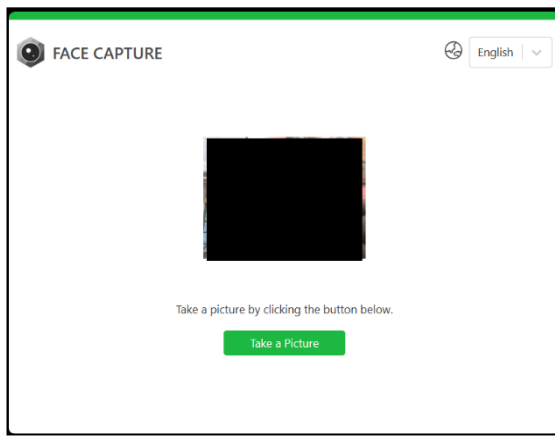
Window

Entire Screen

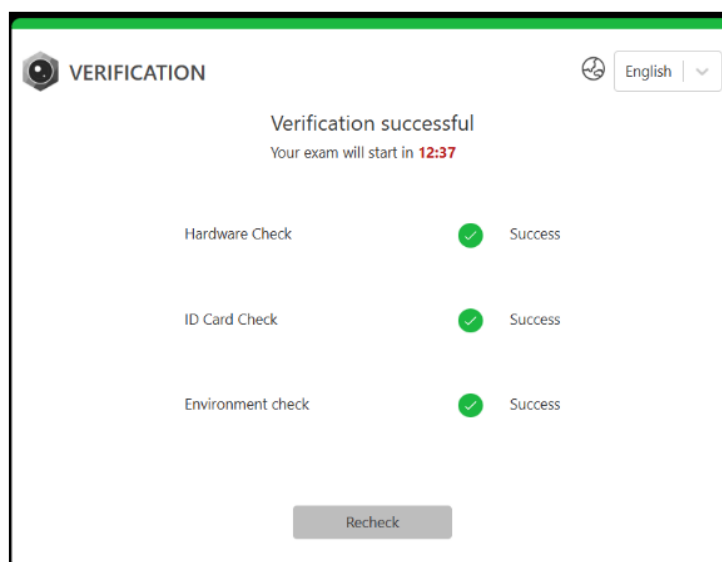
Entire screen

Share

Cancel



Once the verification is approved by the proctor, you will get a Verification Success message. The exam gets launched at the scheduled time so this may involve a small wait:



Candidates 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 BCS or Questionmark as per above.

3.2. 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.

3.3. 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.

4. Technical Problems

During an examination:

If a candidate experiences a technical issue during their exam, the proctor will allow a short period for the candidate to reconnect before documenting the network interruption. If the candidate is unable to reconnect, they should contact either BCS or QM for further assistance, in line with the agreed support policy.

5. Candidate Identification

Candidates must provide a form of photographic identification before the examination begins. Identification will be uploaded or captured by the candidate within the examination system. All media, including identification images, will be retained for 90 days in line with the standard data retention policy.

6. 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, that the examination session is being terminated and the details of the session 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. 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.

7. 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.

8. Support

Questionmark Support

For queries regarding issues with scheduling, contact Questionmark: support@questionmark.com
<https://support.questionmark.com/content/questionmark-proudly-supporting-our-customers>

For queries regarding the online proctored session (connecting to the proctor):

support@questionmark.com

9. 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.



For further information please contact:

BCS

The Chartered Institute for IT

3 Newbridge Square

Swindon

SN1 1BY

T +44 (0)1793 417 417

www.bcs.org

© 2026 Reserved. BCS, The Chartered Institute for IT

All rights reserved. No part of this material protected by this copyright may be reproduced or utilised in any form, or by any means, electronic or mechanical, including photocopying, recording, or by any information storage and retrieval system without prior authorisation and credit to BCS, The Chartered Institute for IT.

Although BCS, The Chartered Institute for IT has used reasonable endeavours in compiling the document it does not guarantee nor shall it be responsible for reliance upon the contents of the document and shall not be liable for any false, inaccurate or incomplete information. Any reliance placed upon the contents by the reader is at the reader's sole risk and BCS, The Chartered Institute for IT shall not be liable for any consequences of such reliance.

