Remote Proctor Guidelines for Candidates

V3.1 September 2026

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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

Please read the information provided in this link so you can fully prepare for your exam: https://candidate-support.questionmark.com/hc/en-us/articles/52522071802267-FAQ-Taking-an-online-Talview-proctored-test

The confirmation email you receive from Talview will contain a link to test the exam software- this must be completed in advance of your exam and failure to do so may invalidate your booking should you encounter technical issues.

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 Questiomark.

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

Please check that the booking has been made in the name that exactly matches your ID, if it has been abbreviated please contact your training provider.

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

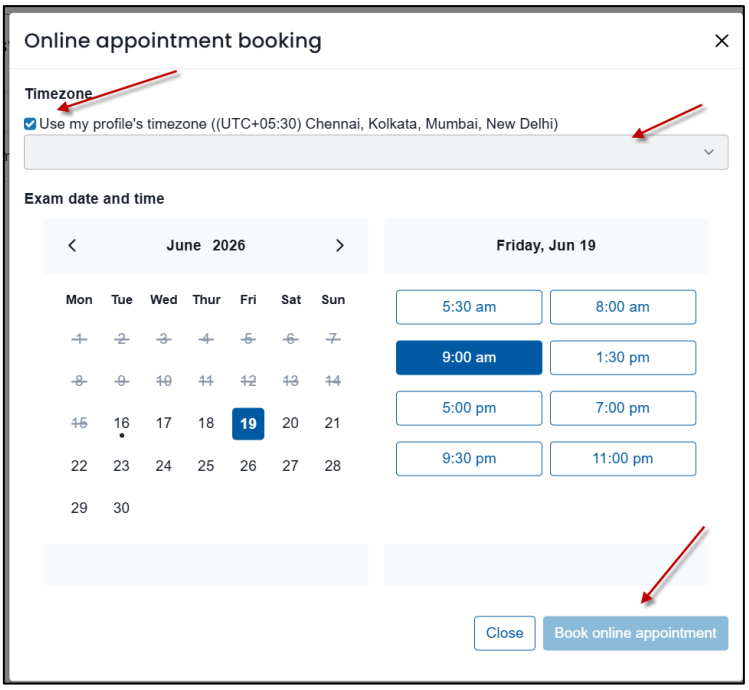
If you're unable to select a remote proctored time and date, please contact support@questionmark.com

Requests for reasonable adjustments must be approved prior to scheduling your exam session. If you book your exam prior to your reasonable adjustment being approved, BCS may not be able to apply it to your session. All reasonable adjustments must be submitted at least 10 days prior to your proposed exam date.

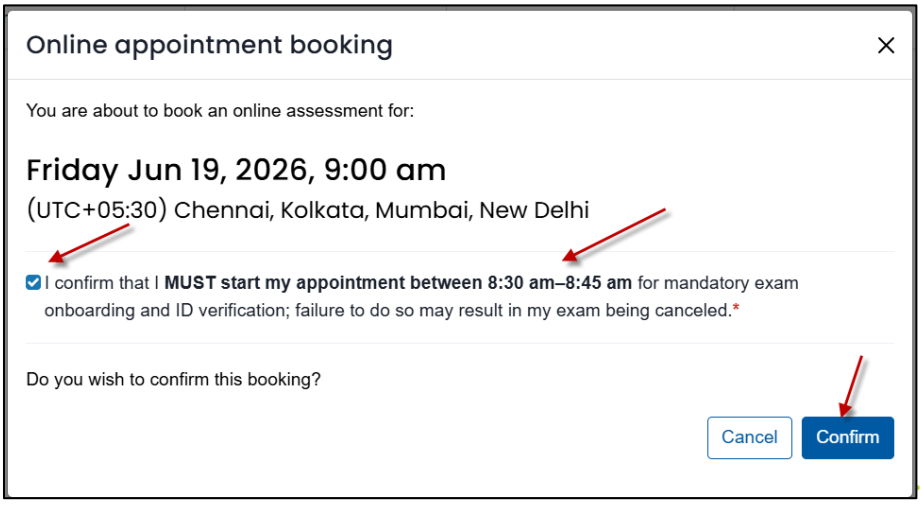
3.1. Create Proctor session

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

Select the time zone 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:

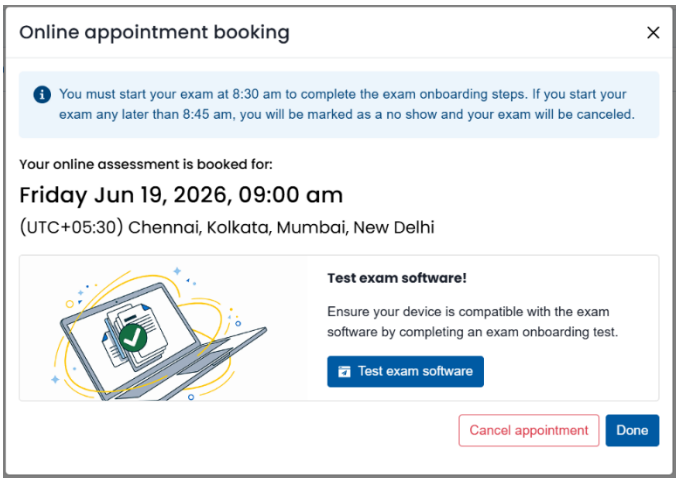


A pop-up window will appear in which you need to confirm that you will start the appointment at least 15-30 mins before the exam start time:

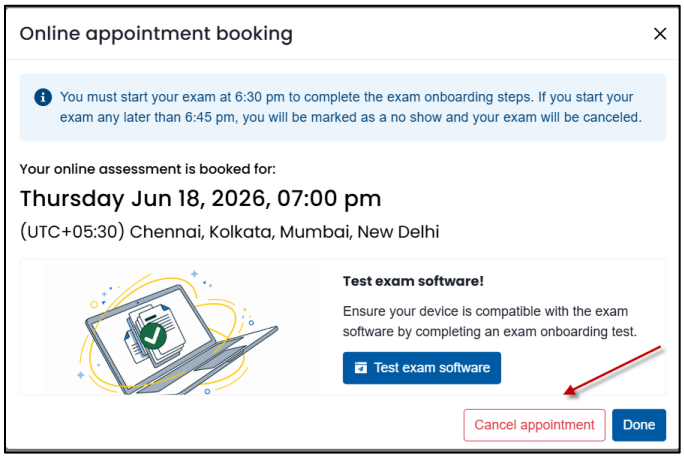


Please be aware that if you try to start your appointment less than 15 minutes before the exam start time, your session will be forfeited and you will not be able to sit the exam.

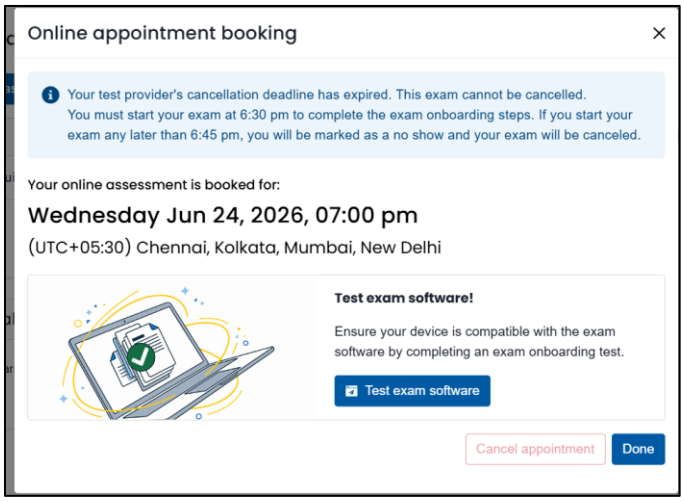
Once your exam booking confirmation message pops up you can click “Done”:



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”:

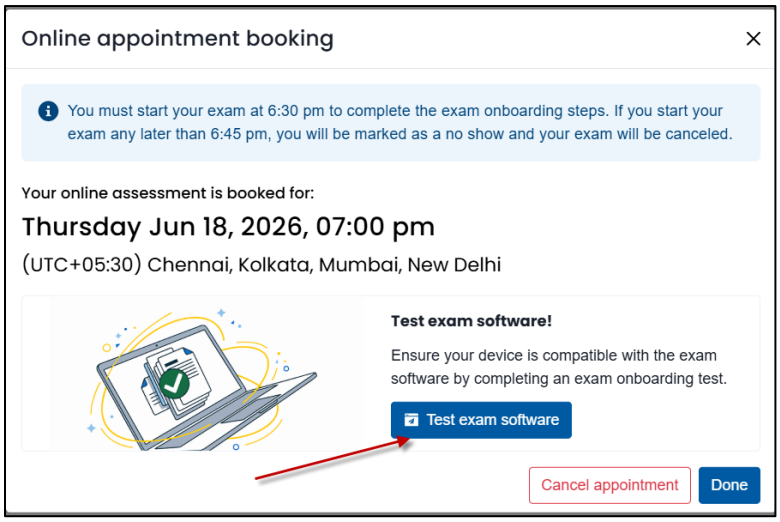


If you try to cancel an exam appointment within 24 hours of your appointment or after the scheduled time (which is 15 mins before the actual start time of exam), you will get the below message:

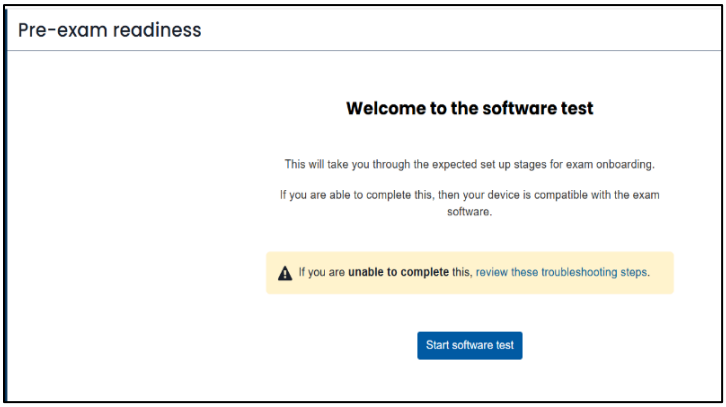


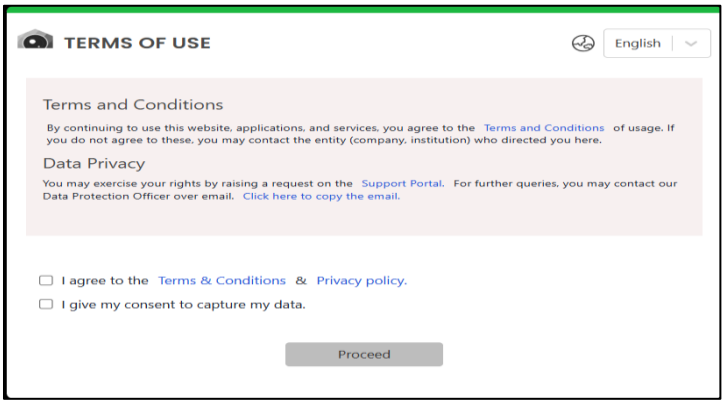
Test Exam Software

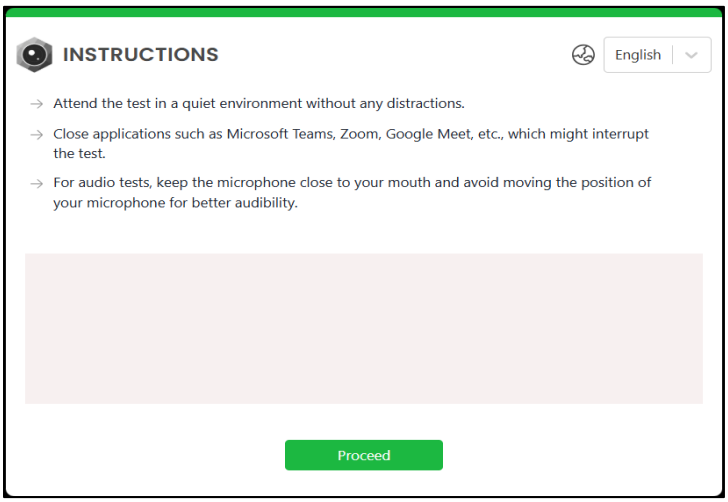
In this window, you will also have a button that you can click to test the exam software and make sure your system (which you will be using to take the exam) is compatible and exam ready. Please note that software checks should be complete prior to your exam session:

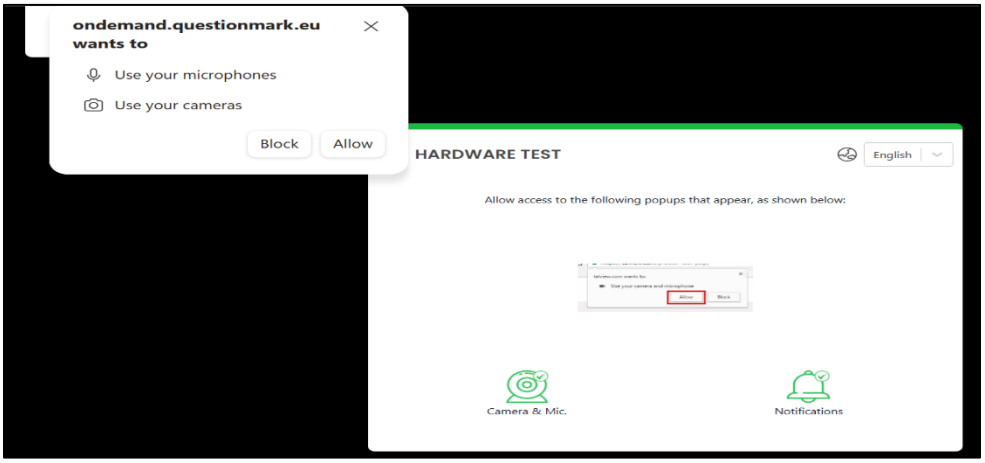


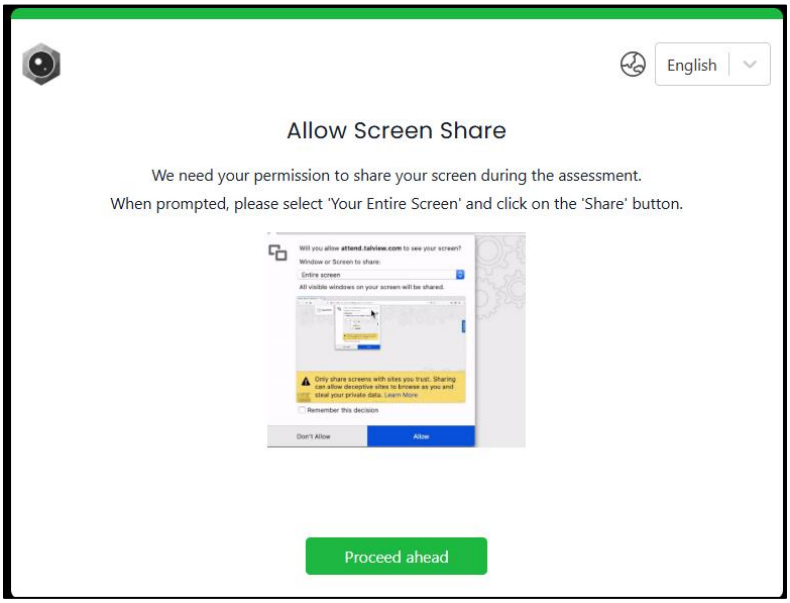
On clicking the **Test exam software** button, you will be guided through a series of steps to test the system for exam readiness. Follow these steps below until you reach the “Preflight Check successful” message:

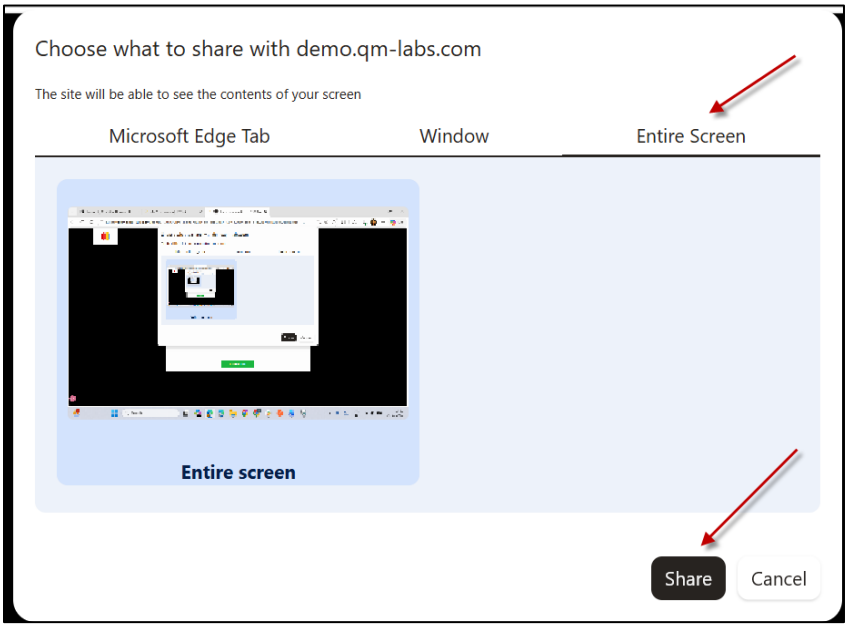


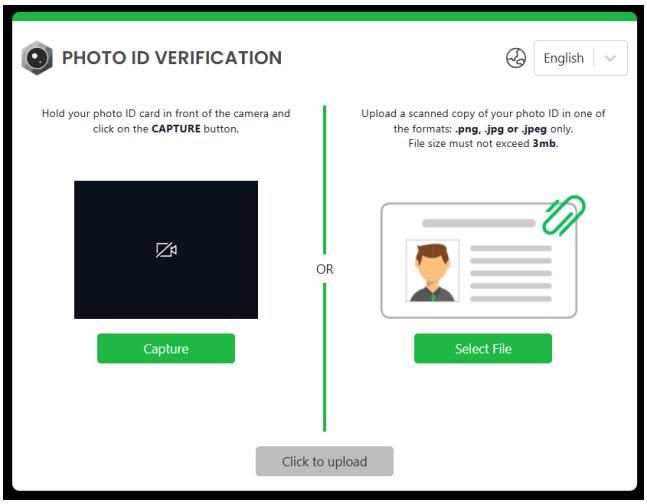


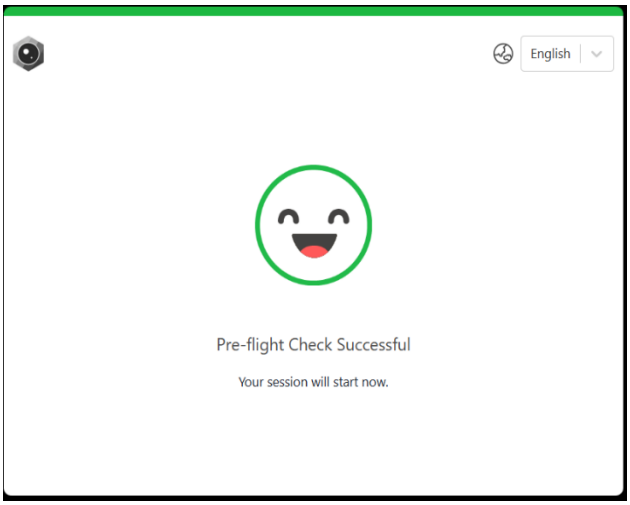



ondemand.questionmark.eu wants to
Use your microphones
Use your cameras
Block
Allow
HARDWARE TEST
English
Allow access to the following popups that appear, as shown below:
Camera & Mic.
Notifications


English
Allow Screen Share
We need your permission to share your screen during the assessment.
When prompted, please select 'Your Entire Screen' and click on the 'Share' button.
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





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 environment and a full room check will be carried out to ensure the candidate is alone and no exam materials are accessible.
- 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

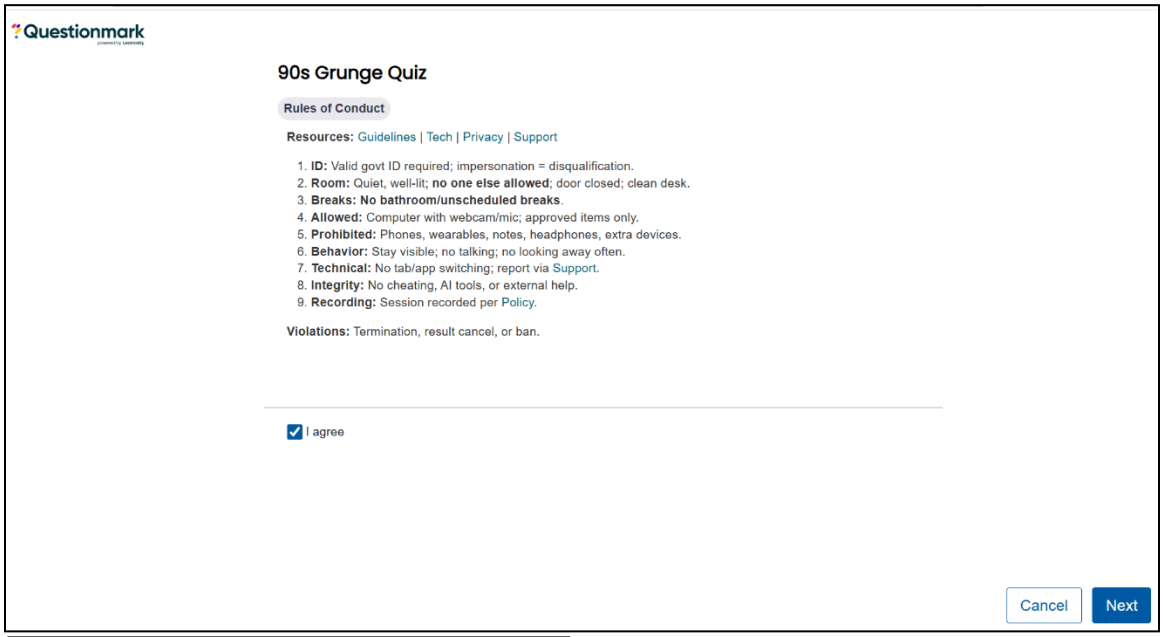
Proctors will conduct a thorough check prior to launching your exam, this will include asking you to show them the room you are in, including under desks and ceilings. They will also ask you to verify that you are not wearing any smart devices such as rings, watches or ear pieces. Candidates must ensure that the following conditions are adhered to. Failure to do so may result in your exam session being voided:

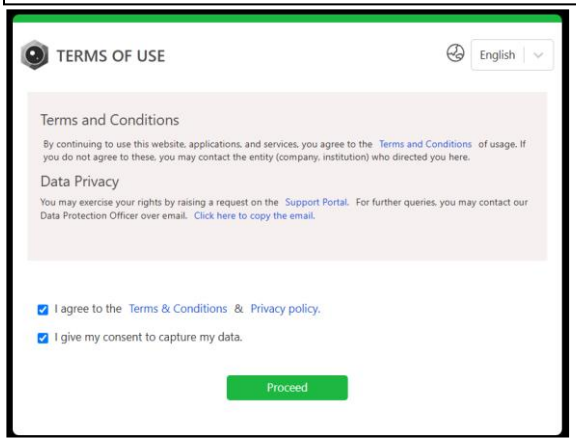
Rules you must follow

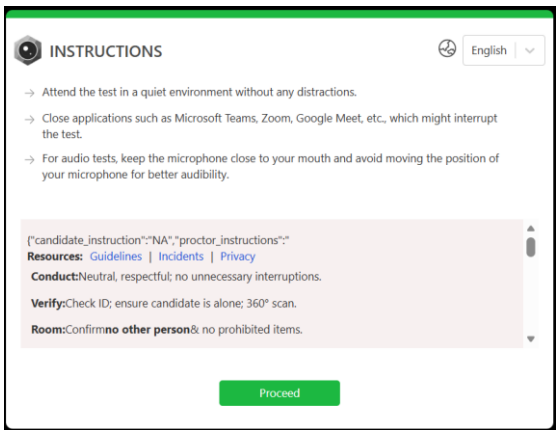
- You are alone in the room.
- Your desk and work area are clear and there is nothing nearby.
- You are connected to a power source.
- You have a stable internet connection.
- Do not use phones or headphones of any kind.
- Do not use dual monitors.
- Do not leave your seat.
- Do not talk or read questions aloud.

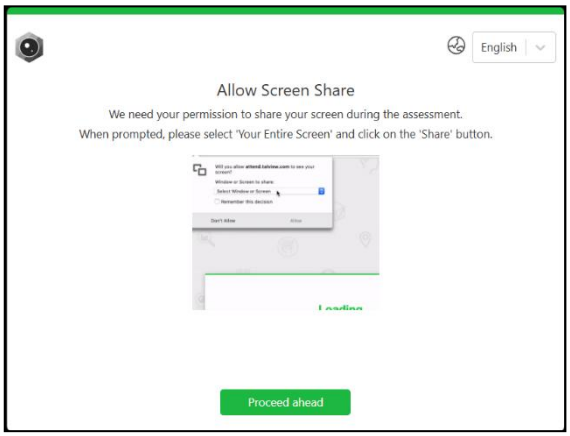
- Webcam, speakers, and microphone must remain on throughout the assessment. The proctor must be able to see you for the duration of the assessment.
- Your camera and microphone must remain ON at all times, along with a full screen share.
- You may not leave the room during the test.
- No one else is allowed to enter the room during the test.
- Children and pets are not allowed in the test room.
- Your laptop charger should be within reach so you can charge without leaving the room.
- Any drinks will need to be in clear container.
- Do not sit the exam in a room with glass walls.

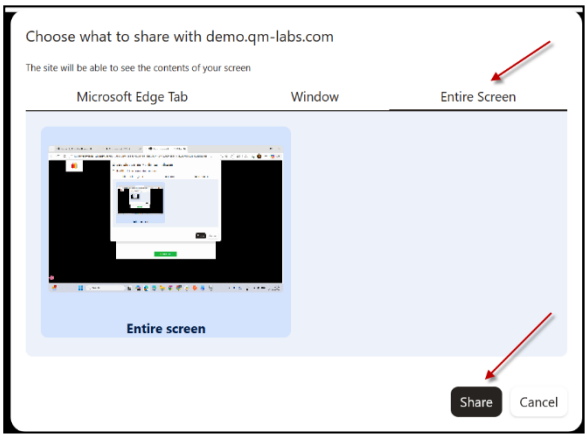
When you are ready to take your exam please follow the steps guided by the proctoring tool for ID verification and environment screening:

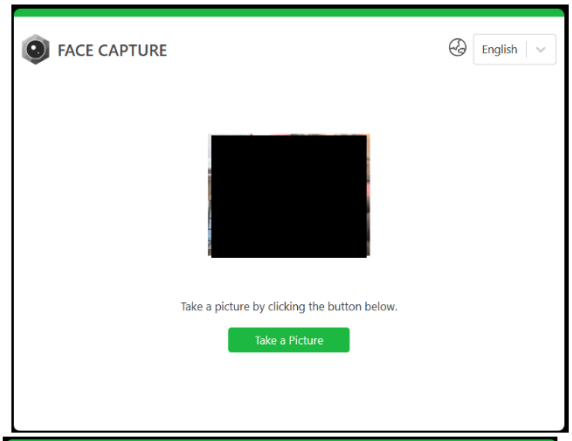







English
Allow Screen Share
We need your permission to share your screen during the assessment.
When prompted, please select 'Your Entire Screen' and click on the 'Share' button.
Proceed ahead


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


FACE CAPTURE
English
Take a picture by clicking the button below.
Take a Picture

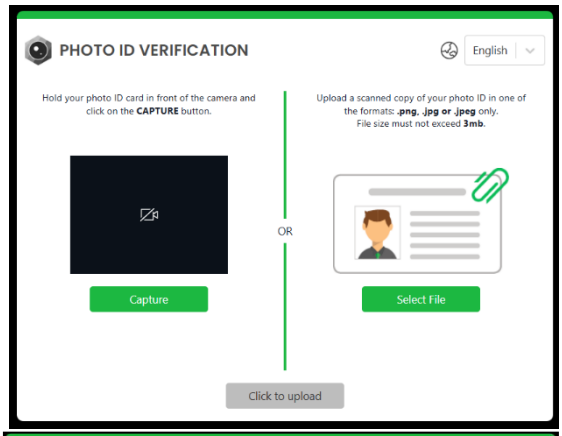
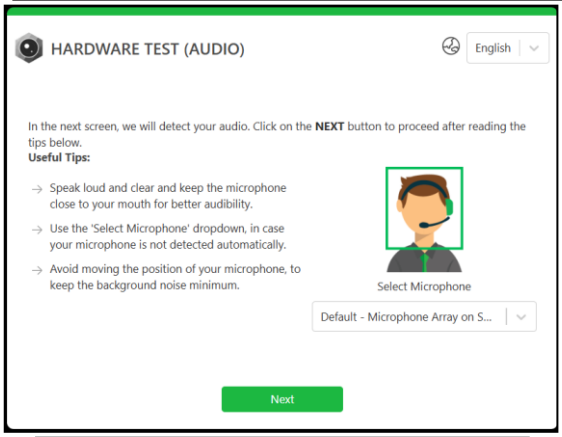
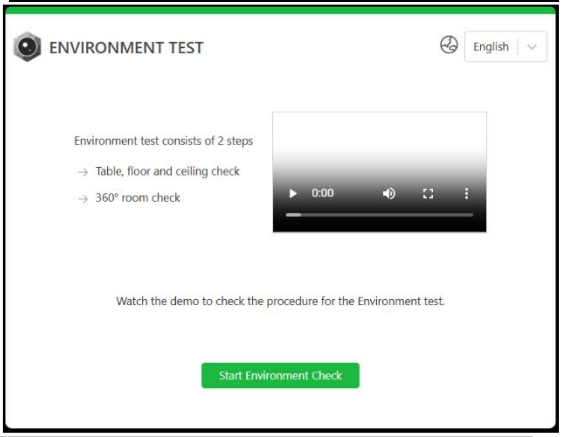
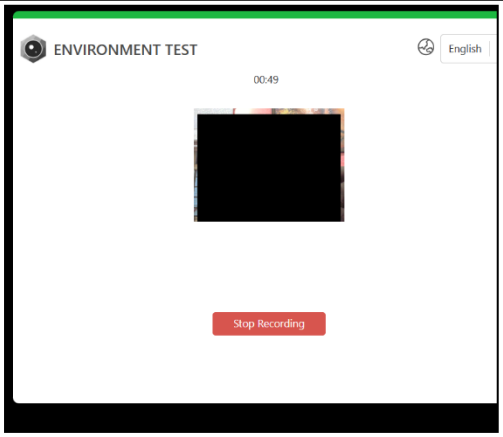


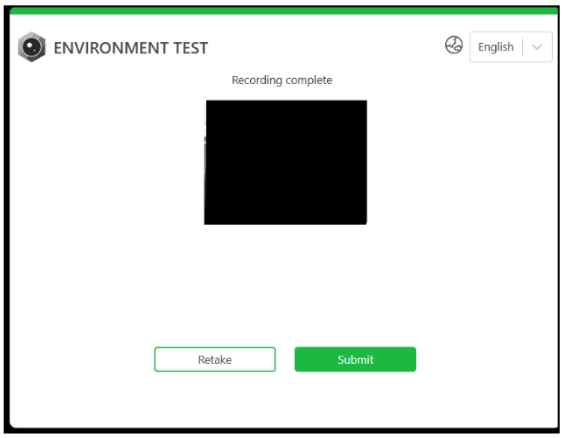
PHOTO ID VERIFICATION
English
Hold your photo ID card in front of the camera and click on the CAPTURE button.
Capture
OR
Upload a scanned copy of your photo ID in one of the formats: .png, .jpg or .jpeg only.
File size must not exceed 3mb.
Select File
Click to upload

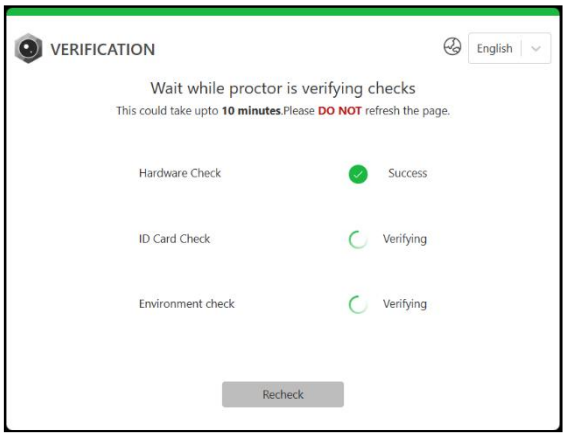

HARDWARE TEST (AUDIO)
English
In the next screen, we will detect your audio. Click on the NEXT button to proceed after reading the tips below.
Useful Tips:
Speak loud and clear and keep the microphone close to your mouth for better audibility.
Use the 'Select Microphone' dropdown, in case your microphone is not detected automatically.
Avoid moving the position of your microphone, to keep the background noise minimum.
Select Microphone
Default - Microphone Array on S...
Next


ENVIRONMENT TEST
English
Environment test consists of 2 steps
Table, floor and ceiling check
360° room check
0:00
Watch the demo to check the procedure for the Environment test.
Start Environment Check

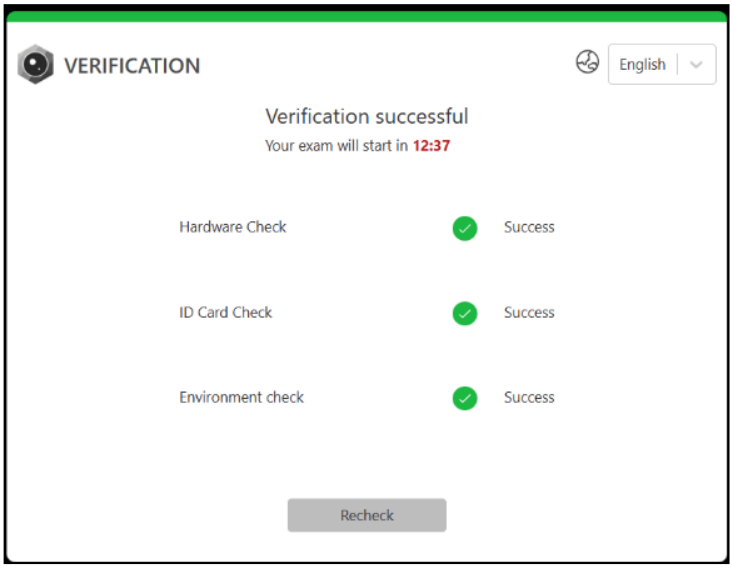

ENVIRONMENT TEST
English
00:49
Stop Recording

ENVIRONMENT TEST
English
00:32
Stop Recording





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. Please note that your ID will need to match the name on your Questionmark account and abbreviations of names may mean that your exam cannot proceed.

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

For help with your MyBCS account or E-professional please contact BCS on +(44) 1793 417 417 or customerservices@bcs.uk

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.