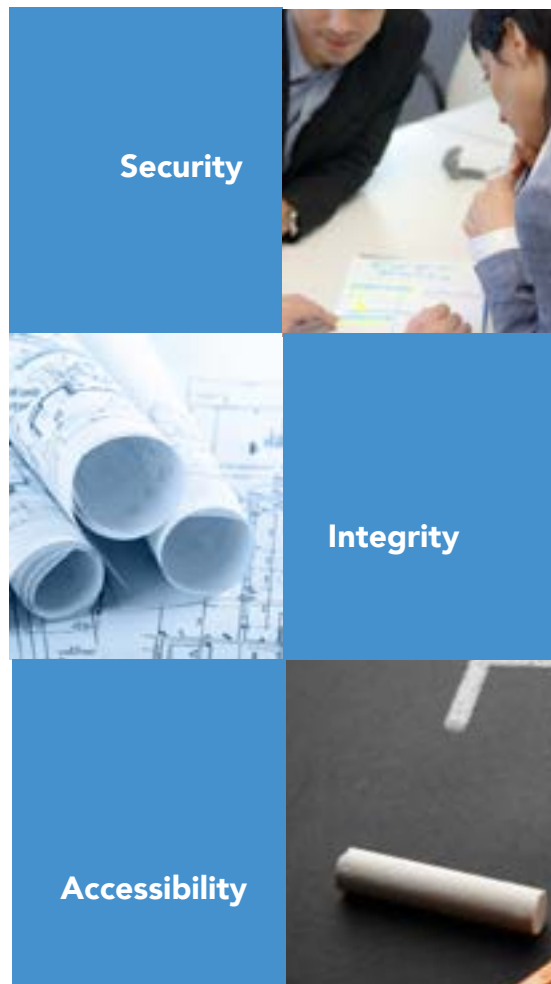




PROCTOR POLICY & PROCEDURES



STATEMENT OF PURPOSE

Pass My Exam's purpose is to confirm the identity of the candidate, administer exams, monitor the candidate during their exam, and protect the Educational Institution's Exam integrity. Any additional requirements are determined by the Educational Institution.



I PROCTOR TRAINING

- a. Proctors are expected to conduct themselves in a professional manner at all times.
- b. Prospective proctors are hired and screened based on technical ability.
- c. Prior to being hired, each proctor is screened through background check by a third party.
- d. Proctors are trained to identify any required forms of identification in order to speed the process of a candidate ID verification.
- e. Proctors are trained to watch for suspicious actions and body language such as: opening additional browser windows or programs, wandering eyes, talking, unusual body movements.
- f. The proctor is trained to look for any items which could be used for cheating, such as: books, notes, computers, devices, bags, other people in the room, audio devices, etc. If these items are detected, the proctor instructs the candidate to remove them from the room. The room is then scanned again.
- g. If the proctor suspects cheating, they are instructed not to confront the candidate. If however, the proctor is certain the candidate has cheated - they may, at their discretion, immediately end the exam and terminate the session. In either of these cases, an incident report is filed and submitted to the educational institution.



II APPOINTMENTS

CANDIDATE SCHEDULING

- Candidates schedule their appointments through: <http://passmyexam.net/appointments/>
- Candidates must register in order to book their appointment.
 - Registration requires the candidate to provide their contact information such as name, phone number and email address.
 - Registration also requires candidates to agree to the specific Policies & Procedures for the Exam.
- Once registered, candidates select an available date and time to take their exam.
- Upon successful booking, a confirmation email is sent to both the candidate and the proctor. The email contains all of their appointment details.
- Cancellations must be made a minimum of 24 hours prior to their exam appointment. Failure to do so will result in a forfeiture of the appointment. Forfeited appointments may incur additional fees by the Exam provider.
- Missing an appointment or a “no show” is grounds for appointment forfeiture. Forfeited appointments may incur additional fees by the exam provider.



III EXAM ADMINISTRATION

CANDIDATE REQUIREMENTS

Candidates are made aware of all exam requirements and policies at the time they book their appointment. Instructions are sent via email.

Candidates are required to have the following at the time of their exam:

1. A valid, (non-expired) government issued, signature bearing photo ID.
For example: Driver's License, Passport, or Military ID.
2. Reliable high-speed internet service (cable, DSL, fiber optic, etc.).
3. Webcam.
4. A computer that meets the technical requirements found here:
<http://passmyexam.net/help/technical-requirements/>

If the candidate does not present required ID they are not permitted to take their exam. This is considered a "no show", and the appointment is forfeited.

Candidates must adhere to the following rules:

- No other person can be in the room with the candidate and the room must be free of clutter, including food and drink.
- No television, radio or any other distraction is allowed during the exam.
- No electronic devices are permitted. This includes, but is not limited to, cell phones, smart phones, iPod, tablets, etc.
- Candidates are not permitted to leave their seat during this exam, including bathroom breaks. The candidate must be prepared to sit, uninterrupted, for the entire duration of the exam.
- No talking is permitted.
- The proctor will only be able to assist with limited technical issues specifically related to the proctoring experience. The proctor cannot assist with computer or internet problems.
- Any attempt to compromise the security and integrity of the exam (cheating, copying content, policy violations, etc.) may result in immediate termination of the exam and forfeiture of future exam attempts, as described by the educational institution.



IV EXAM PROCEDURES

- Proctor emails the candidate a unique link to download the remote desktop application. These links are time-sensitive, expire, and cannot be reused.
- When a candidate arrives to a session, the proctor greets them by name, using the chat box.
- Using the candidate's browser, the proctor navigates to www.passmyexam.net and selects an exam room. Each room is kept private via password protection. The candidate is not given this password and the password changes for each session.
- Proctor informs the candidate that they will start their webcam.
- Proctor then starts video chat for candidate.
- Proctor verifies the candidate has the required identification, and confirms the identity of the candidate.
- Proctor asks the candidate to scan the room and desk area with their webcam. Proctor verifies the room and desk are in accordance with Exam regulations.
- Proctor asks the candidate to respond with a "yes" if they are ready to sit for the entire duration of the exam, including no bathroom breaks. This ensures the candidate does not attempt to leave their desk to research answers.
- Proctor asks the candidate to acknowledge that he/she understands and agrees that there will be no communication during their exam, except for technical issues. Candidates respond "I agree" if they understand and accept these terms.
- Proctor proceeds to the Exam according to the educational Institution's instructions.
- Proctor enters any required data provided by the Educational Institution.
- Proctor informs the candidate of any specifics related to the testing platform being used. This information is provided by the educational institution.
- Proctor observes the candidate during the entire exam to ensure that all the policy and procedures are being followed and that no technical issues arise.
- Proctors are trained to watch and listen for suspicious activity such as: talking, papers shuffling, keyboard clicks, head and eye movement, etc. The candidate must stay in camera view at all times.
- After the candidate submits the exam, the proctor closes the exam window, then clears the browsing data from the internet browser used during exam.
- Proctor informs the candidate that he/she is free to leave the session by clicking on the red "x" in the chat box.
- Live Remote Session is concluded by closing all browsers and clearing all private data from cache.



V SPECIAL CIRCUMSTANCES

In the event a candidate's exam is terminated by the proctor, or the candidate is suspected of cheating – the proctor completes an incident report containing:

- Candidate's name
- Name of exam / institution
- Date and time of exam
- Date and time of incident
- Detailed description of incident

This report is forwarded to the educational institution for review and decision.

In the event of an unresolvable technical issue such as: computer crash, frozen computer, etc. the proctor completes an incident report containing:

- Candidate's name
- Name of exam / institution
- Date and time of exam
- Date and time of incident
- Detailed description of incident

This report is forwarded to the educational institution for review and decision.