BCS, The Chartered Institute for IT

Remote Proctor Guidelines for Candidates

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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 desktop activity.

2.   Technical Requirements

Candidates can take the examination anywhere where there is internet access and a computer/laptop with a microphone and web camera. They will also require a plug in for Zoom (see section 3.2).

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

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

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 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.

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'.

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 BCS or Questionmark as per above.

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.

3.2   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. 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 or https://prod.examity.com/questionmarkBCS/ for live chat support.

The invigilator will ask the candidate to show 2 forms of photo ID (agreed list provided by BCS) which he will capture on his own screen for authentication records.

The invigilator 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 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.

3.3   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.

3.4   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.

3.5 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.
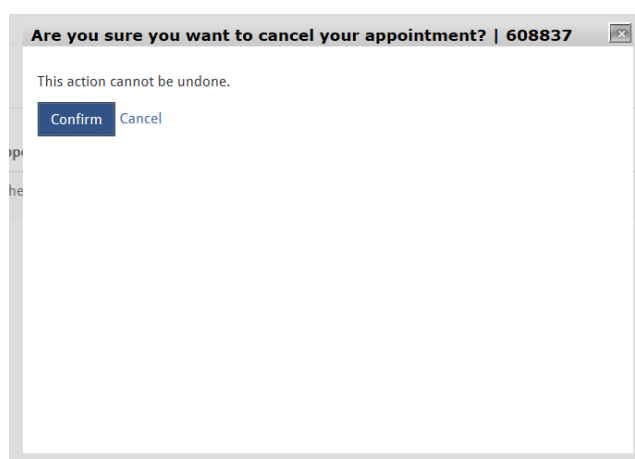
4. Exam Sitting Availability

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.

5. 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.

6.   Candidate Identification

Candidates will be required to provide 2 forms of photographic identification before the examination starts. The invigilator will take a screen snapshot of the identification which will be stored for 90 days.

7.   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 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
- 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.

8.   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.

9. 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 (Zoom and connecting to the proctor): support@examity.com or use the chat feature: https://prod.examity.com/questionmarkBCS/

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

10. 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.