



CAPR
Canadian Alliance
of Physiotherapy
Regulators

ACORP
Alliance canadienne des
organismes de réglementation
de la physiothérapie

Candidate Information Package:

The Physiotherapy Competency Examination (PCE) Written Component via Remote Proctoring

This candidate information package provides insight into what candidates completing the Written Component via remote proctoring can expect on exam day. Candidates should also review any other applicable documentation available on the CAPR website, as well as all available preparatory material provided through Prometric's ProProctor webpage. The 'Rules of Conduct for the Physiotherapy Competency Examination and Exam Security' described in this package must be adhered to by all candidates who are taking the Written Component either at a test centre or via remote proctoring.



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1. Prometric

Candidates can take the Written Component at a private location of their choosing, using Prometric's remote testing platform application ProProctor. Candidates must ensure the location meets the technology and testing environment requirements and that they will not be disturbed during the exam.

To maintain exam security, Prometric Readiness Agents (RA), Proctors and Security Agents (SA):

- only admit candidates who are approved by CAPR to take the examination;
- screen candidates, their personal belongings, and the prepared testing environment during registration, after unscheduled breaks, and, if needed, at any time during the examination;
- supervise candidates during registration and while taking the examination by monitoring them via their web camera and microphone.

Prometric Readiness Agent (video and chat)	Prometric Proctor (chat only)
<ul style="list-style-type: none">• ID Verification• Candidate Detail Confirmation• Environment Scan• Candidate Person Check• Exam Rules	<ul style="list-style-type: none">• Live Proctoring• Questions on Exam Platform via Chat• Breaks and Rules• Escalation to Security Agent (if needed)

2. Technology and Testing Environment Requirements

Candidates must meet the technology and testing environment requirements to take the Written Component via remote proctoring. If unable to meet all the requirements, candidates must take their examination at a Prometric test centre.



2.1 Technology Requirements

The requirements below are accurate as of the date of publication of this document. Please confirm on these ProProctor sites:

ProProctor System Readiness Check: <https://rpcandidate.prometric.com/>

ProProctor Candidate Information <https://www.prometric.com/proproctorcandidate>

Item	Minimum requirement	Restriction (if applicable)	Note (if applicable)
Device	Laptop/desktop computer	No tablets, chrome books, smartphones, cell phones etc.	Microsoft Surface can be used if configured in laptop mode
Available hard drive space			
Total memory (RAM)			
Operating system	Windows 8.1 or MacOS 10.13 to 12.6.5 and Ventura 13.3.1 and above are supported. Important: MacOS Ventura 13.0 to 13.2.1 are not supported; please upgrade to 13.3.1 before testing.		
Screen resolution	1024 x 768		Recommended resolution: 1920 x 1080 Minimum recommended screen scaling: 100%
Web browser	Current Google Chrome version		



Item	Minimum requirement	Restriction (if applicable)	Note (if applicable)
Web camera resolution	640 x 480p		If built into computer, candidate must be able to lift computer and point the camera in any direction
Microphone / Speakers	Enabled	External microphone/speakers not permitted	
Internet Connection	Stable wired or Wi-Fi connection		Wired Internet connection (an Ethernet cable plugged directly into the computer from the modem or router) is recommended. If using Wi-Fi, ensure that it is not being used by others for streaming, gaming, etc.)
Download speed	1.0 mbps		
Power source	Device plugged directly into power source	Docking stations not permitted	
Monitor	Single monitor	Additional or dual monitor configurations not permitted	
Anti-virus software	Third-party antivirus software and pop-up blockers must be disabled (turned off)		
Other devices		All unnecessary devices (e.g. printers, additional monitors, etc.) must be disconnected.	



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2.2 Testing Environment Requirements

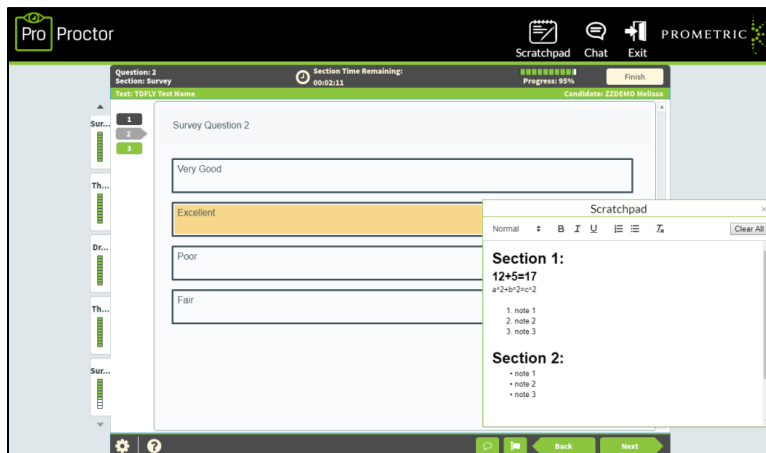
Item	Minimum Requirement	Restriction (if applicable)	Note (if applicable)
Testing space	An indoor room (four walls and a closed door) that is well-lit and free from background noise, disruptions, distractions, and clutter		If other people are in the house/building that your testing space is in, post a "Do Not Enter" sign on the outside of the door
Desk/Table	Laptop/desktop/monitor must be placed on a desk/table	Desk drawers must be empty	
Workstation	Clean and clear of everything except for laptop/desktop	Nothing (e.g. pens, paper, books, objects, electronic devices, etc.) allowed on workstation or in surrounding area, unless specifically approved by CAPR in writing (i.e.: alternative accommodations plan)	
Others in testing space		No other individuals or pets allowed in the room for duration of the examination	
Wall behind candidate	Bare/blank (everything removed)	Readiness Agent may ask candidates to cover specific items in the room (e.g. objects, televisions, pictures, posters, bookshelves, etc.) or the entire wall (with a sheet)	Candidates should proactively ensure restrictions are addressed, as this will save time on exam day



2.3 Required, Permitted and Prohibited Items

Required	Permitted	Prohibited
<ul style="list-style-type: none"> • Government-issued photo ID • Keyboard (wired or Bluetooth/wireless permitted) • Laptop/desktop with testing platform application installed (includes onscreen scratchpad for taking notes*) • Microphone / Speakers (built-in only) • Mirror – at least 10 cm x 10 cm (4" x 4") • Mouse (touchpad, touch screen, attached, Bluetooth or wireless) • Web camera (built-in or attached) 	<ul style="list-style-type: none"> • Eyeglasses, if required • Medications (without packaging or paper inserts) • One clear, plastic bottle of water, label removed • Two tissues • Ear plugs 	<ul style="list-style-type: none"> • Notebook, paper, pen, pencil, highlighter • Food, beverages (other than water) • Hair accessories (unless for religious reasons) • Headphones, earphones, and non-built-in microphones • Jewellery (unless for religious reason), watch • Outerwear, hat • Calculator of any kind • Published materials and other testing aids • Purse, wallet, bag, briefcase • Smartphone / Cell phone, pager, any other electronic devices including any wearable technology

* To use the scratchpad for taking notes, click the “Scratchpad” icon to open the floating application window that can be resized and opened/closed as needed. If the remote testing platform disconnects from the Internet, the data entered in the Scratchpad is saved automatically.





2.4 Additional Notes regarding Requirements

- Required and permitted items are subject to inspection by the Readiness Agent (RA).
- Prohibited items are not allowed at any time during the examination. The RA instructs candidates to remove any prohibited item(s) at check-in. If a prohibited item is detected in the room during the examination, the RA terminates the examination immediately.
- Candidates are advised to turn off their Smartphone(s)/cell phone(s) and all other electronic devices. As prohibited items, these must be stored outside the room.
- Light clothing items such as sweaters, suit jackets, scarves, etc.: If such items are removed, they must be hung on the candidate's chair, not placed in their lap or on the workstation, i.e. desk/table. Outerwear, such as heavy coats, parkas, raincoats, etc., are not permitted at the workstation or in the immediate testing environment.
- Candidates must remove their eyeglasses for close visual inspection.
- Do not wear jewellery during testing. Hair accessories, ties, and bowties are subject to inspection. Do not wear, or use, ornate clips, combs, barrettes, headbands, tie clips, cuff links or other accessories. The RA may inspect any of these items and candidates may be asked to remove these items before testing.
- Smoking, vaping and chewing gum/candies are prohibited during the examination.



3. Prometric's Remote Proctoring "Dos and Don'ts"

Do:

	Clear, orderly, and well-lit room or workspace.
	Testing alone for the entire exam.



Sit in an upright position.



Desktop/laptop must be on a table or desk.





Don't:



Sitting or reclining in a bed or couch with computer on your lap.



Cluttered or crowded room or workspace.





	Poorly lit room or workspace.
	Person(s) or pet(s) present at any time in testing room or area.

(Image source: [PrometricProUser Guide](#))

4. Prior to Exam Day

4.1 Prepare the Testing Environment

It is mandatory for candidates to:

ver. June 2022



- review the [ProProctor User Guide](#) in preparation for their examination;
- prepare their testing environment according to the guidelines listed in [Testing Environment Requirements](#), above;
- install the testing platform application and perform a *System Check* on the same computer on which they will complete their examination.

4.2 Download the Remote Testing Platform Application

To download the remote testing platform application:

- Click [here](#) to go to the ProProctor homepage.
- From the homepage, click “Download & Install ProProctor App” to install the remote testing platform application to the computer being used to take the examination:



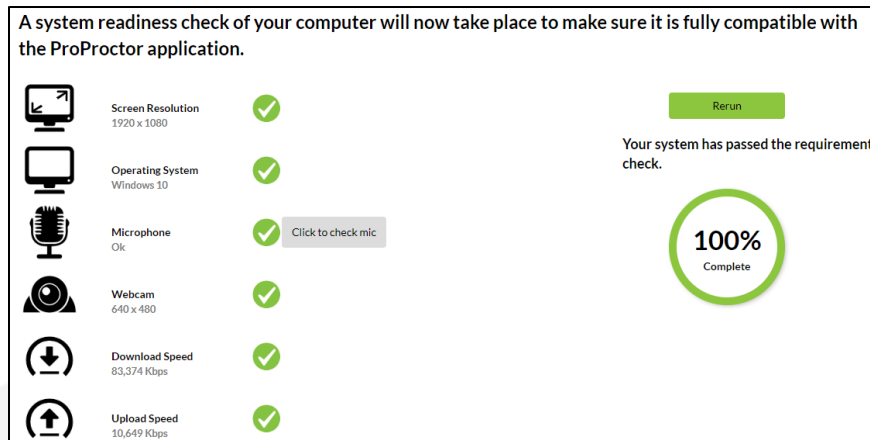
Please note: The remote testing platform uses a computer and browser lock-down component that prevents candidates from using any function on their computer other than the testing platform application after launching their examination. On exam day, the examination will not launch if any type of virtual machine is attached or turned on.

4.3 System Check

Candidates must complete a [System Check](#) to verify they have all the technological requirements for remote proctoring:

- at least 5 days before their scheduled exam appointment; however, it is recommended to do the *System Check* before choosing to take the examination via remote proctoring;
- on the laptop/PC they will use to complete the Written Component, candidates are advised to set up their computer (power cord, Internet connection, web camera, location in house, etc.) exactly as it will be during the actual examination.

A successful *System Check* is indicated with green checkmarks:

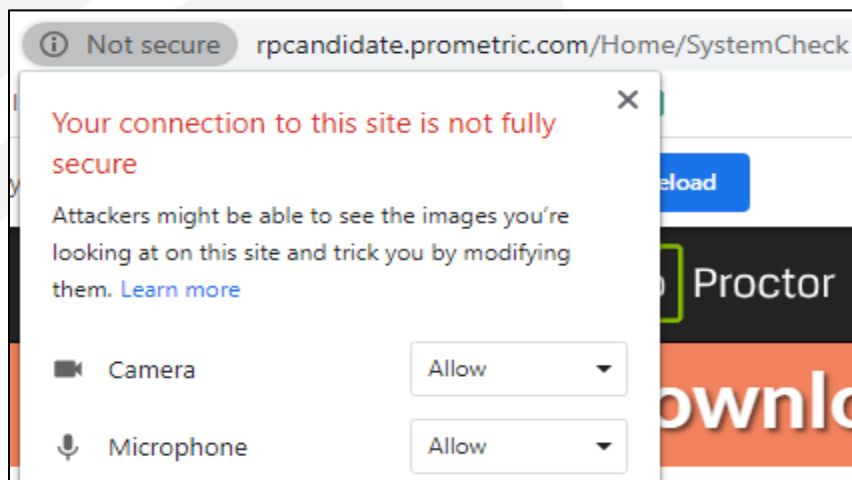


The *System Check* accepts screen resolution of 1024 x 768, though higher resolution is **recommended** (see *Screen Resolution* below).

Microphone and web camera:

- If the computer has two web cameras (front- and back-facing), choose the front-facing web camera;
- if the *System Check* does not begin automatically, select the microphone and webcam

If necessary, click “Not secure” then “Allow” for the Camera and/or Microphone:



During the *System Check*, candidates can check their microphone (and speakers) by clicking “Click to check mic”. To do so, follow the instructions in the pop-up window:



1. Click **Record**
2. Say "Today is a nice day to go for a walk."
3. Click **Stop**
4. Click **Playback** to hear yourself
5. Click **Close** when finished

Record **Playback**

Close

Please note: once you have performed the System Check and verified that there are no issues, do NOT update your laptop/PC's operating system/other before exam day, as this negates the check already completed.

4.4 Internet Connectivity

CAPR recommends that candidates use a wired connection with an ethernet cable plugged directly into their modem or router. Connecting using Wi-Fi is acceptable but discouraged, as there is a slightly greater chance of being disconnected from the testing platform. The testing platform disconnects when the Internet connection drops due to instability.

It is also highly recommended to use a personal Internet connection instead of a company connection as there might be restrictions that prevent connecting to Prometric's systems. Candidates should use an Internet connection that is password-protected.

Candidates using a Wi-Fi connection must set up their computer in a location where the Wi-Fi signal is strongest to reduce the chances of disconnection. Complete the *System Check* and your examination in this same location.

Be aware that other people streaming content, such as videos, while the candidate takes their examination, can cause the Internet connection to significantly slow down or drop completely, disconnecting the candidate from the testing platform. Candidates should tell everyone in their testing location not to use the Internet while they are taking the Written Component.

When the Internet connection drops, the Proctor is unable to see the candidate via the web camera. Therefore, as a security measure, candidates must repeat the environmental and candidate checks after their Internet reconnects and the testing platform resumes.



If you are disconnected from the testing platform application and reconnection is not automatic:

- relaunch your exam, enter the virtual queue, meet a Readiness Agent and go through security processes to continue your examination; or
- [contact support](#) on the Prometric ProProctor homepage

If you experience a permanent issue preventing you from reconnecting to the testing platform application (loss of Internet, power outage, etc.), contact Prometric immediately.

A candidate's exam session is terminated when disconnection from the testing platform occurs for:

- a fourth time after disconnecting and successfully reconnecting three times OR
- a total of more than two hours over one, two, or three disconnections

Contact CAPR at csc_exams@alliancept.org immediately if this happens so that there is a record of the event. CAPR will not respond on exam day but the notification will be used to initiate an investigation of the event. If you have a Prometric issued ticket, please list it within your email to CAPR.

4.5 Screen Resolution

A screen resolution of 1024 x 768 is required but CAPR recommends a screen resolution of 1920 x 1080, which displays case scenarios and resources using a split screen, i.e., showing the resource side-by-side with the questions. Lower resolution displays case scenarios and resources to open as pop-ups, requiring candidates to move between windows.

If using a higher screen resolution, you must ensure that you have set your computer's display settings to 1920 x 1080 before launching your examination. It is recommended that your system's text is set to display at 100% so that the ProProctor scratchpad appears optimally.

4.6 Remote Proctoring in Languages Other than English

Prometric's live Proctors speak English only. Proctors who speak other languages are not available, so non-English-speaking candidates (including French-speaking candidates in Canada) must be willing to take the examination with English-speaking proctors.

In Canada, candidates who are not comfortable with English-speaking proctors can take their exam at a Prometric test centre where French-speaking exam personnel are available. For all examinations (taken using remote proctoring or at a Prometric test centre), the exam questions and testing platform are available in both English and French to all candidates.



5. Examination Day

5.1 Prepare the Testing Environment

Candidates must close, and if possible, lock the door to their test room. If it is not possible to lock the door, candidates should post a sign that reads “Do not enter” on the outside of the door.

Candidates should ensure those with access to their Internet connection do not to use it during their examination so as to maximize bandwidth/internet speed.

Candidates must plan 15 minutes to prepare their testing environment before they launch their examination. Better preparation allows for a more efficient environmental check. Preparing the testing environment means checking that:

- the computer, mouse, microphone/speakers, web camera, Internet are connected and working;
- the testing environment is clear of all distractions and prohibited items;
- candidates have their ID, mirror and any permitted items ready for inspection;
- candidates have their 16-digit *Confirmation Number* and 4-character *Surname Characters* on-hand. Please note: The candidate’s 16-digit *Confirmation Number* and 4-character *Surname Characters* are included in the *Confirmation of Examination* email received from Prometric.
- candidates have directed the people they live with not to enter the test room and that if they do, the candidate’s examination will be cancelled;
- candidates have made arrangements to prevent their pets from entering the test room;
- the volume and web-camera settings of their computer have been adjusted as necessary.

Please note: The Readiness Agent may terminate a candidate’s examination if their room and/or testing environment are not set up properly.

Before continuing, take care of any personal needs, including using the washroom.

Candidates are continuously video- and audio-recorded through their web camera and microphone, throughout the duration of all exam processes (described below) and during the entire examination. The recordings are secured by Prometric to protect candidate privacy.

Please note: Any candidate who does not wish to be recorded (either by video or audio), must notify the RA or Proctor immediately of their intent not to proceed with the examination.

Candidates should launch their examination at least 30 minutes before their scheduled exam time. Candidates may not launch their examination more than 1 hour before their scheduled exam time.



5.2 Launching the Examination

When comfortably seated at their workstation, candidates will click [Launch Exam](#).

5.2.1 Check-in Process

Before meeting their RA, candidates will complete several self-serve steps to get ready to take their examination. These include:

- agreeing to the *Remote Proctor Regulations*; and,
- capturing images of their face and government-issued photo ID.

As there are a high number of candidates taking the examination at the same time, candidates should expect to wait in a virtual queue (line) for approximately 30 minutes before being admitted to the check-in process and taking the examination. Please be patient, as exam personnel are following procedures as quickly as possible to start candidate examinations. **Your examination time (4 hours) will begin when you have completed the check-in process and have been given access to the exam.**

The testing platform application automatically performs another *System Check* when candidates launch their exam. The examination will not launch if there are any new issues since the *System Check* was performed in advance of exam day (e.g., the candidate uses a different device that does not meet the requirements, has changed their Internet and the connection it is not strong enough, has updated the computer since the previous System Check, etc.).

Candidates will then be prompted to enter their 16-digit *Confirmation Number* and 4-character *Surname Characters* in the *Find Exam* fields, and then click *Find*.

Find Exam

Fill in the fields to locate your exam

Confirmation Number...

Surname Characters...

Find



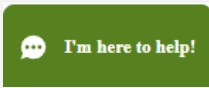
Please note: the candidate must enter their *Surname Characters* exactly as provided, including any spaces. For example, if their name is John De Souza:

Confirmation Number:	0000000012345678
Surname for launching exam:	DE S

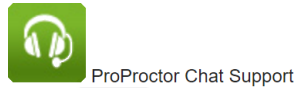
Candidates will then click the green *Launch* button to enter the remote testing platform application for their examination.

If candidates need technical assistance launching their examination, are experiencing any other issues, or have any concerns, they can engage with a representative from Prometric’s Global Help Desk by clicking one of the support icons shown on the screen:

[Contact Support](#)



[ProProctor Chat Support](#)



[During System Check](#)



5.2.2 Prometric Remote Testing Regulations

During check-in, candidates are required to read the *Prometric Remote Proctor Regulations* (similar to an online user agreement online), and then select “I agree” to agree to the regulations of the remote exam experience. Candidates can review a sample of these regulations, included as Appendix 1.

5.2.3 Identity Verification (Photo and ID Image Capture)

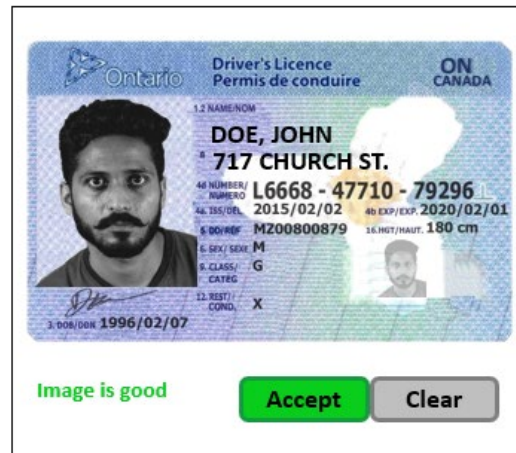
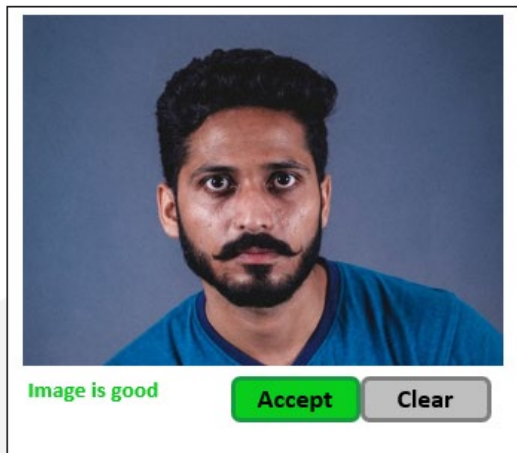
Candidates are required to take an image of their face and their government-issued photo ID using the image capture function on the testing platform.

A target area to assist in the positioning of the face/government-issued photo ID is displayed on the computer screen. The photo(s) must:

- be in focus (not blurry)
- show the face clearly
- show text clearly so that all text is readable



If the photo is not acceptable, candidates can click the “Clear” button and take it again.



The RA compares the image captured of the candidate’s face to the photo on their government-issued photo ID.

After completing the self-serve steps, candidates meet their RA who guides them through the final steps before starting the examination. The RA confirms the candidate’s name, address, and exam details before conducting the environmental and candidate checks.

5.2.4 Environmental Check

The environmental check is completed using the candidate’s web camera. The RA instructs the candidate to lift and move the web camera to do a 360° scan to verify that the testing environment is fair and secure.

The environmental check can take up to 10 minutes; however, if the testing area is well prepared, it should take closer to 5 minutes. Candidates are advised:

- to prepare their testing environment in advance to meet all the requirements;
- that if their web camera is built into their computer, they must be able to comfortably lift their computer and move it around in all directions for the duration of the environmental check;
- to practice this procedure before choosing remote proctoring and again before exam day.



The RA asks candidates to point their web camera at the following for inspection:

Ceiling	<ul style="list-style-type: none"> all 4 corners
Computer	<ul style="list-style-type: none"> front, back & underneath
Floor and Chair	<ul style="list-style-type: none"> front, back, arms & underneath
Keyboard	<ul style="list-style-type: none"> top and underneath
Mirror	<ul style="list-style-type: none"> front and back
Monitor	<ul style="list-style-type: none"> use of mirror to check front
Attached Mouse and Mousepad (if applicable)	<ul style="list-style-type: none"> top and underneath
Room	<ul style="list-style-type: none"> all 4 walls for pictures, bookcases, décor, wall behind workstation, etc. (using mirror if necessary)
Workstation (Desk/Table)	<ul style="list-style-type: none"> top of surface and underneath

The RA may take photos of the testing environment as required. The RA may ask candidates to remove or cover items. If candidates leave the web camera view to remove or cover any items, the RA begins the environment scan again.

5.2.5 Candidate Check

The RA completes a visual scan of the candidate's person by asking them to stand up and inspecting the following using the web camera:

Ears	<ul style="list-style-type: none"> rotate their head to check inside ears pull long hair back if necessary
Eyeglasses	<ul style="list-style-type: none"> full rotation inner/outer frame
Hands	<ul style="list-style-type: none"> front, back & fingernails
Hoodie/outerwear	<ul style="list-style-type: none"> must be worn for entire examination, placed on back of chair or removed from test room
Jewellery	<ul style="list-style-type: none"> all sizes and types



Pantlegs, sleeves and wrists	<ul style="list-style-type: none">• push up/pull down, tattoos
Pockets (pants and shirt)	<ul style="list-style-type: none">• front & back• pull inside out
Tie	<ul style="list-style-type: none">• slowly roll upward

The RA may take photos of candidates as required.

After the checks are completed, the RA connects the candidate with a Proctor to begin their examination.

5.3 During the Examination

5.3.1 Unscheduled Breaks

Candidates are allowed unscheduled breaks of maximum duration of 10 minutes out of view of the web camera.

Before taking an unscheduled break, candidates must:

- notify the Proctor by sending a message in the chat feature, e.g. “Break please”, or by speaking to the Proctor;
- not leave their workstation before the Proctor responds and instructs that they may leave the web camera view.

After returning from their unscheduled break, candidates must:

- notify the Proctor by sending a message in the chat feature, e.g. “Back from break”, or by speaking to the Proctor
- complete all security processes again (environmental and candidate person checks)

Candidates should note that:

- security processes may take 5 to 10 minutes;
- It is impossible for candidates and/or Proctors to pause the examination for the break or during the security processes.

Please note: The *Section Time Remaining* clock continues to count down while candidates are on an unscheduled break and during the security processes when they return. Candidates do not receive additional time to take an unscheduled break.



Candidates may not be able to complete their examination if they:

- do not inform the Proctor before taking an unscheduled break and leaving the web camera view;
- begin their examination again (reading and answering questions) without informing the Proctor they have returned from a break;
- return late from a break.

5.3.2 The Live Proctor

The live Proctor monitors candidates throughout the examination via the web camera and microphone, checking that candidates are:

- always in view of the web camera and that no person or animal enters their room;
- not engaging in any inappropriate or suspicious behavior;
- following the rules of conduct.

In addition to the live Proctor, artificial intelligence and machine learning monitor for any suspicious behaviours or sounds.

Candidates can communicate with the Proctor by:

- sending a message via the chat feature (preferred method);
- speaking out loud.

Candidates must not speak out loud at any time during the examination except to the Proctor. Candidates may only whisper quietly to themselves or mouth words if needed. It is recommended to use the chat feature to send a message to the Proctor when communication is necessary.

Photos of anything in view of the web camera can be taken at any time during the examination. The Proctor may ask candidates to point their web camera at something to take a photo.

Candidates hear Proctors via the computer's speakers, but they do not see the Proctor. The Proctor monitors them throughout their examination via the web camera and microphone.

Please note: RAs and Proctors are unable to answer any questions related to the content of the examination.

The RA, Proctor or Security Agent have the right to communicate with a candidate (verbally or via chat message) and/or conduct another environmental check at any time when required. They may do this during the examination while the *Section Time Remaining* clock continues to count down or by pausing the examination.



5.3.3 Exam Duration and Sections

The total exam duration includes a brief tutorial at the beginning and the exam itself. Skipping the tutorial, or finishing it quickly, does not give a candidate additional testing time.

All the answers to questions are recorded directly on the computer by clicking the box with the desired response.

5.3.4 Examination Questions

There are 200 questions:

- individual (stand-alone) questions (approx. 10%)
- vignette-based questions: two or more questions relating to a single case (approx. 90%)

The testing platform may take a moment to move from one question to the next. The timer pauses when moving between questions, so candidates do not lose any time.

5.3.5 Time Allotments and Tracking Progress through Examination

The total amount of time remaining is shown at the top of the screen as *Section Time Remaining*: Warnings appear on the screen for a few seconds when there are 30, 15 and 5 minutes remaining in the exam. The examination ends when the time remaining reaches zero; candidates cannot answer any more questions after time runs out and do not receive credit for any unanswered questions.

Candidates should flag any questions they are unsure about and come back to them before completing the exam.

5.4 Finishing the Examination (Candidate)

To indicate completion of the entire examination, click the “Finish” button on the top right-hand side of the screen. Warning pop-ups appear to confirm the desire to end the examination. **The examination cannot be restarted once the examination has been “finished”.**

When candidates complete their examination, they must inform the Proctor. They must not exit the remote testing platform application before informing the Proctor.

Within 24 hours of checking out of the examination, Prometric emails candidates a *Notice of Completion*.

5.5 Termination of the Examination (Proctor)

Proctors can terminate a candidate’s examination in the following circumstances:



- a candidate refuses to adhere to any check-in process
- the computer disconnects from the testing platform more than three times
- the computer disconnects from the testing platform for more than two hours in total over one, two or three disconnections
- the candidate's computer has spyware operating
- a candidate leaves the view of the web camera without notifying the Proctor first
- a candidate begins their exam again after an unscheduled break without notifying the Proctor they have returned from the break
- a candidate returns from an unscheduled break after more than 10 minutes
- a candidate engages in behaviour that is suspicious or inappropriate
- a candidate is found to have on them or accesses a prohibited item during the examination
- another person or animal enters the test room
- a candidate changes their testing location, i.e. moves their laptop from one room to another
- a candidate turns off the lighting in their room
- a candidate turns off/disables their web camera or microphone
- a candidate speaks to or receives aid from other individuals
- a candidate violates any of the *Prometric Remote Proctor Regulations or Rules of Conduct*
- a candidate exhibits any abusive behaviour towards the RA, Proctor or SA

A terminated examination means that:

- a candidate cannot continue their examination or reconnect to their examination
- a candidate's examination may count as one of their exam attempts

6. Illness and/or Extraordinary Circumstances on Examination Day

As per CAPR's PCE Policies, candidates are strongly encouraged not to attempt an examination and to withdraw if, prior to the examination, they are ill or have other extraordinary personal circumstances, (e.g., bereavement, recent physical injury, etc.) that may affect their exam performance.

If illness or another type of emergency arises after launching their examination, candidates must inform the RA or Proctor **immediately**.

Candidates must notify CAPR as soon as possible if they did not start/have withdrawn from or discontinued the examination by emailing csc_exams@alliancept.org.



7. Examination-related Issues on Examination Day

Candidates must submit any verbal complaints or concerns about any aspect of the examination (e.g., process, administration, etc.) to the Proctor on exam day for immediate attention, correction if possible, and documentation on a report to CAPR.

Candidates must also document their complaints or concerns in the feedback survey that is presented in the Notice of Completion following the examination.