The PCE Written Component via Remote Proctoring

Hosted by CAPR with PROMETRIC

v. May 2022

Webinar objectives:

- To clarify Prometric exam processes and protocols for remote proctoring

- To clarify important details about the Written Component exam

Webinar topics:

- Roles and Responsibilities—CAPR and Prometric

- Presentation by Prometric about remote proctoring of the Written Component

- Discussion by CAPR about the PCE Written

Roles and Responsibilities

CAPR's Examinations Program:

- Candidate eligibility

- Exam application

- Exam structure—led by CAPR's Psychometrician and our Physiotherapy Advisor

- Exam content/questions—in collaboration with more than 100 practicing physiotherapists from across Canada each year

- Exam scoring—following appropriate exam results procedures with the help of a psychometric evaluation for each exam administered

Roles and Responsibilities:

Prometric:

- Exam scheduling

- Testing platform/software

- Exam day issues/troubleshooting

- Remote proctoring technical support

- Test centre administration
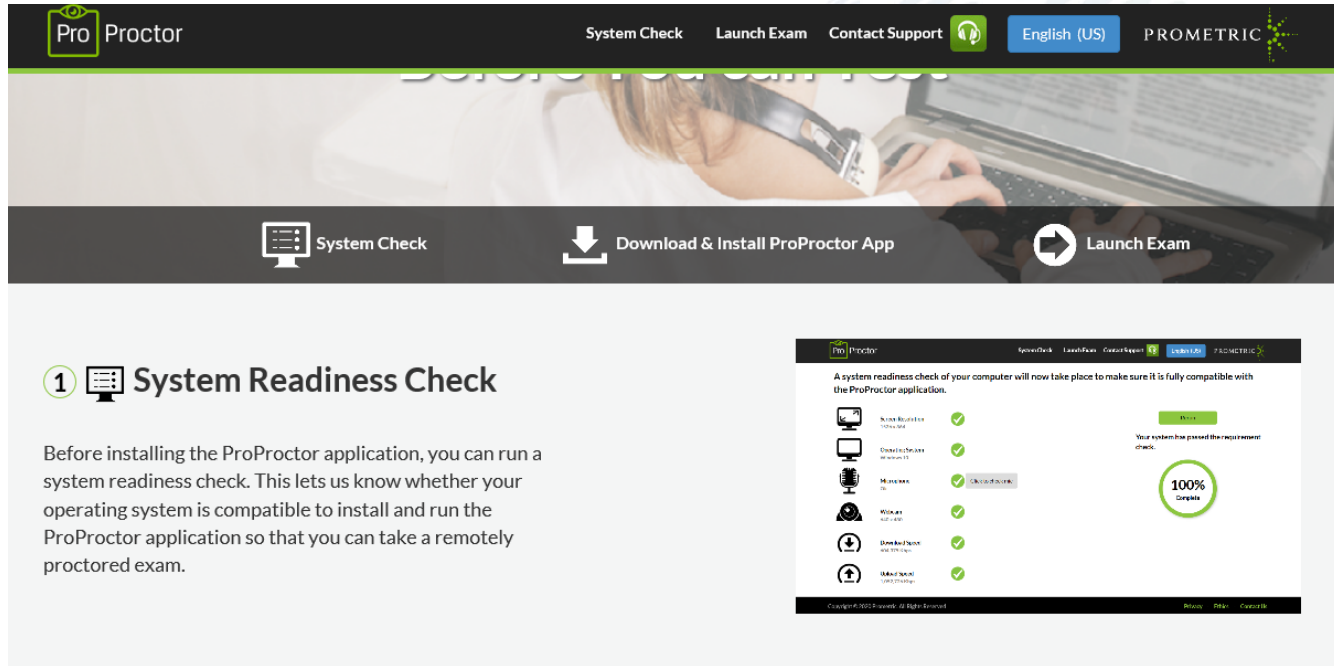
Prometric:
Remote Proctoring

Process, Requirements, Rules and Regulations

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System Readiness Check & Installation of the ProProctor Application

1. System Readiness Check—before installing the ProProctor application, you should run the [System Readiness Check](#) at least 5 days before scheduled exam. This check confirms whether your computer can install and run the ProProctor application so that you can take your exam

2. Download & Install the ProProctor Application—once the System Readiness Check has been performed and your computer meets the minimum requirements, you are ready to download and install the ProProctor application that delivers your exam. Follow the instructions provided here: https://rpcandidate.prometric.com

3. Launch your exam—to launch your exam, please enter your **Appointment Confirmation Number** and **the first four (4) letters of your last name/surname**. You should launch your exam 30 minutes before the scheduled start time so that you can complete the inspection of your testing environment and help avoid any delays in starting your exam

Note: It is recommended that you do a system check at least 24 hours before your schedule exam date to ensure you are ready to test
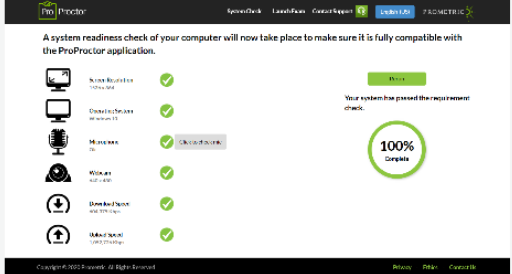
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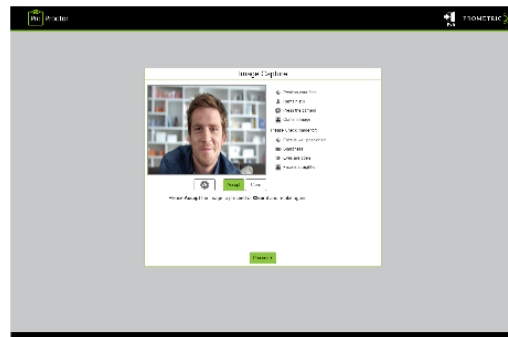# System Readiness Check & Installation of the ProProctor Application

Rules and Regulations around Remote Proctoring

Most of the rules and protocol for online delivery are the same as the test centre delivery. Additional security measures are in place for online delivery to protect the integrity of the exam, as well as ensuring that candidates have a standardized experience

- In order to ensure confidentiality and security of the exams, candidates are strictly prohibited from disclosing to any person or organization, reproducing (by memorization, be electronic or other means) or publishing any examination content. Such content includes, but is not limited to, topics, questions, scenarios, cases, correct or incorrect answers, from an exam

- Cannot wear a hat, coat, scarf or bulking clothing. Religious attire is permitted. You may be asked to remove such items. Light clothing that is removed for comfort must be hung on the examinee's chair.

- Cell phone must be outside of the room

- Cannot have anything in your pockets; you may be asked to show that their pockets are empty

- Cannot wear a watch; a timer that counts down will be on the screen as part of the exam delivery platform, so you will be able to monitor your time

- Eating and/or smoking is prohibited during your exam

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

- Breaks are optional

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Rules and Regulations around Remote Proctoring

- Cannot have written notes, published materials, textbooks and other testing aids, nor can you access them during your writing time or on breaks

- Cannot change locations while testing, turn off lighting or audio, speaking to or receiving aid from other individuals

- Electronic devices (cell phone, camera etc.) are not permitted, nor should be accessed during your exam. You may also be asked to move any nearby electronic devices further out of reach. If you are found to have a cell phone, camera or a prohibited item in your possession after the exam has launched, or if you attempt to use a cell phone or camera during the writing of your exam, your exam will immediately be terminated by the proctor as this is considered a breach of the Rules of Professional Conduct and Rules and Protocol of the exam and you are to follow up with CAPR for next steps

- Cannot have anything on the desk or table or within reach, other than permitted items

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Permitted Items

- Valid current government-issued photo identification (ID) that has not expired and confirms your full legal first and last name as it is on file with CAPR is required

- A laptop computer or desktop computer and monitor with a webcam that meet the technical requirements as we have outlined

- A mouse

- An extension cord to allow flexibility in the placement of the computer

- Appointment Confirmation Number to launch your exam

- A virtual whiteboard will be provided within the remote proctoring testing platform for any notetaking that may be required, in lieu of physical scrap paper and a pencil

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Testing Environment Requirements

In order to support successful completion of the CAPR exam done remotely, candidates are required to ensure the testing environment is and will remain comfortable, quiet and free of distractions during their scheduled exam

The following is required:

- Testing location must be indoors (walled), well lit, free from background noise and disruptions. You must find a private space to test in your home. Limit the noise from outside sources

- No third party may be present in the room or enter the room for the duration of the exam. This includes spouses, children, pets, relatives etc. , this could result in your exam being terminated and could result in you forfeiting your exam fees paid to CAPR

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Testing Environment Requirements

- It is recommended that you inform other household members of your scheduled exam date and time and confirm that they will remain quiet during the exam, as well as not enter the room at any time during your exam

- Your workstation and surrounding area must be free of pens, paper, electronic devices (cell phones, tablets, cameras, recording devices, etc.), textbooks, course notes. No content that could potentially provide an unfair advantage during your exam, including anything posted on the walls or within your immediate area, should be present during your exam

- Your workstation and surrounding area must be free of food. You are permitted to have water, but it must be in a clear glass or clear bottle

- A comfortable chair. The areas beneath your desk and chair must be clear

- Computer is plugged in for the duration of the exam

Note: If you cannot find a secure space free of disruptions in your home, we do not recommend that you test using remote proctoring and that you schedule your exam at a test centre

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Testing Environment Requirements

DO — Clear, orderly, and well-lit room or workspace.

DO — Sit in an upright position.

DO — Testing alone for the entire exam.

DO — Desktop/laptop must be on a table or desk.

Testing Environment Requirements

DON'T — Sitting or reclining in a bed or couch with computer on your lap.

DON'T — Poorly lit room or workspace.

DON'T — Cluttered or crowded room or workspace.

DON'T — Person(s) or pet(s) present at any time in testing room or area.

Technical Requirements

In order to write an exam in an online format, candidates must ensure they have access to the following:

- Laptop/Desktop—device must be plugged in directly into a power source, unattached from a docking station

- Tablets are not compatible or permissible devices for launching the exam

- Screen Resolution—1024 x 768 is the minimum resolution required

- Operating System—Windows 8.1 or higher/MacOS 10.13 or higher

- Web Browser—Current version of Google Chrome

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Technical Requirements

- Internet Download Speed – 1.0 mb/s or greater

- Wi-Fi Connection – please position your device where you can receive the strongest signal and for best experience use an ethernet cable to connect directly to the router

- Please ensure you are connected to your home network and have enough bandwidth available to maintain a steady internet connection. i.e. avoid using unsecure, free Wi-Fi and close any streaming devices

- If candidates require technical support with launching their exam or if they have questions about the technical requirements, please visit: https://ehelp.prometric.com/proproctor/s/.

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Check-In Process

- **Candidate Detail Confirmation** – the Prometric Readiness Agent will confirm your name, address and exam details with you via video chat. They will ask you to confirm your identity by taking an image capture of your ID

- **360 Environmental Check** – the Prometric Readiness Agent will ask you to provide a 360 view of your environment using your webcam. The agent also will ask you to scan your work surface using your webcam

- **Candidate Person Check** – the Prometric Readiness Agent will ask you to stand up to do a scan of your person. This scan will include, but is not limited to, conducting a sleeve, pocket and glasses check. Additionally, you will be asked to turn all pockets inside out

- Additional details and a demo video can be found at https://www.prometric.com/proproctorcandidate

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Prometric Readiness Agent vs. Prometric Proctor

Prometric Readiness Agent (Video and Chat)	Prometric Proctor (Chat Only)
• ID Verification	• Live Proctoring
• Candidate Detail Confirmation	• Questions on Exam Platform via Chat
• Environment Scan	• Breaks and Rules
• Candidate Person Check	• Escalation to Security Agent (if needed)
• Exam Rules	

Test Day

- Once you have gone through the check-in process and verified your identity with the Prometric Readiness Agent you are now ready to test

- You will now start your exam which will be monitored by a live proctor

- You can ask the live proctor questions through the chat feature

- You will need to advise the live proctor if you are taking a break and of any issues you may encounter

- If you experience technical issues you will need to advise your live proctor

- If you experience technical issues launching your exam, please use the technical support link to contact Prometric helpdesk: https://prometricsurveys.secure.force.com/ProProctor/

- All exam sessions will be recorded

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Thank you!

Please reach out to us with any additional questions:
csc_exams@alliancept.org