

Manual for taking a ProctorExam

Dear Participant,

The coronavirus outbreak has meant that many learning activities now take place online. Consequently, candidates should also have the option to take online exams. Online exam proctoring allows us to conduct exams in more or less the same way as offline exams.

We understand that you may have questions and remarks about online exam supervision (“online proctoring”). What is it? How does it work? This document has been drawn up to provide you with more information about the subjects related to the ProctorExam proctoring software. It also contains general instructions regarding the preparation of your exam. Read this document carefully and start preparing for your exam as soon as possible, to limit unforeseen situations and reduce the chance of technical issues during the actual exam as much as possible.

If you still have questions, please also check the FAQs and information pages. Does this not answer your question? Contact Febelfin Academy for more information.

Good luck with your exam!

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What is proctoring?

Online proctoring is essential for verifying the candidate's identity during a remote exam and to prevent fraud during online exams. The examination is identical to the in-person exam, meaning participants also sit the exam in the My Febelfin Academy examination platform.

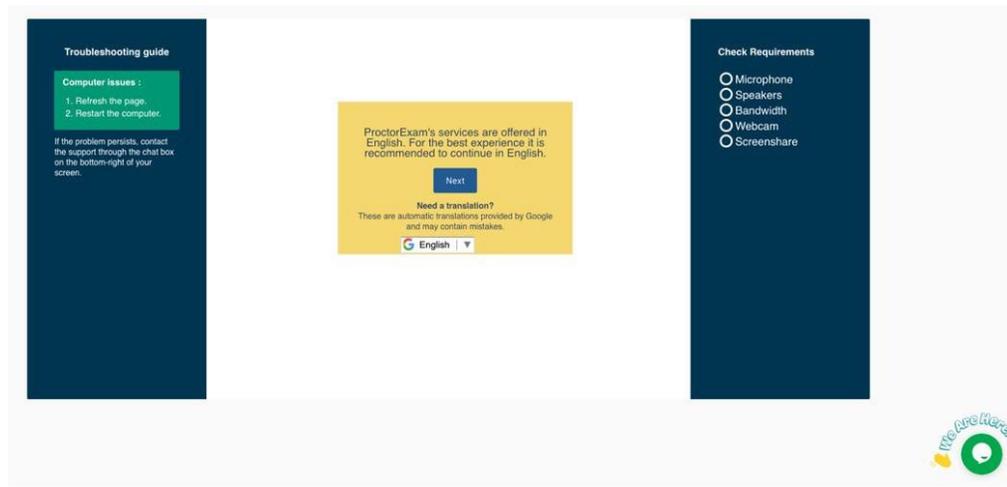
Supervision and monitoring is performed by a supervisor or proctoring agent through a private and secure online environment: ProctorExam. The proctor uses this web application to watch the images live remotely while you sit the examination as a participant. Alternatively, they can also watch the recordings at a later time. Febelfin Academy works with an external service provider for online exam proctoring and safe data processing.

Below we briefly explain how the proctoring process works:

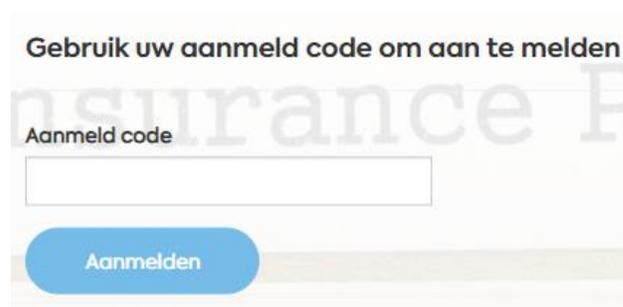
Summary of the proctoring process in ProctorExam

The description below provides a brief explanation of the online proctoring process:

1. Start by installing the latest version of Google Chrome on your laptop or computer. Chrome can be downloaded from [this](#) link and you can check [here](#) which version of Chrome is currently installed on your device.
2. Before your exam, you will receive an email from the ProctorExam with the following subject: *"Please register for your exam"* (check your spam box!). You will then be asked to:
 - Install the ProctorExam Chrome plugin by clicking the URL in the email
 - Complete the system check by clicking the URL in the email.
 - You will then be asked to consent to the recording of your screen, microphone and web traffic of your computer by the plugin during the exam.
 - The extension will check whether the internet connection and approvals work properly and will shut down any open tabs, browser screens and additional monitors. The following will be displayed on your screen:



3. As soon as you have completed the system check, you will receive a second email from ProctorExam with the subject "You are now ready to take your exam". This includes the link to your exam; this link will only be activated at the time of the exam. Make sure that your hardware configuration and internet access during the exam is identical to that of the system check. The main purpose of this is to avoid unforeseen situations during the actual exam!
4. When you log in to the ProctorExam exam, you will have to follow some onboarding instructions, including showing your ID card and filming the room where you are taking the exam. You then enter the secure ProctorExam room, where you will be able to select the URL of the My Febelfin Academy platform. The onboarding process takes approximately 15 minutes. We have factored this in the overall duration of the exam.
5. Here you will be asked to declare that you agree with the exam rules listed, which are identical to the list in this manual. You will then receive your own unique exam token, which you can use to access your exam dashboard. Wait while everyone receives their token. When everyone has their token, the Start button will be displayed and you can sit the exam.



The screenshot shows a registration form with the following elements:

- Title:** "Gebruik uw aanmeld code om aan te melden"
- Label:** "Aanmeld code"
- Input Field:** A white rectangular text box for entering the registration code.
- Button:** A blue rounded button labeled "Aanmelden".

6. You can inform us of any technical problems before and during the exam, as well as afterwards. Use the Techsupport chat function for this, which connects you to the service desk of the proctoring service provider. English-language communication is preferred.

7. During the exam, you can also contact the supervisor using a second chat box - the proctor chat. This is always a professional supervisor: either a Febelfin Academy employee or an employee of our proctoring service provider who was assigned to this exam. In case of an exceptional event or an unforeseen and unwanted disruption, you are advised to proactively report this to the proctor. Questions about the content of the examination will obviously not be answered.
8. During and after the exams, the data collected will be further checked by the supervisors for atypical behaviour. Any findings will always be assessed by the authorised employees of Febelfin Academy.

ProctorExam functionality

The ProctorExam plug-in functionality can be divided into four parts:

- **Recording options**
 - You screen, webcam, microphone and web traffic will all be recorded during the exam.
 - In addition, you will be asked to show the room where you are taking the exam, to check whether your desk is empty and whether you are alone.
 - You will also be asked to use a second camera, of your mobile phone, for additional supervision. Make sure that your phone is fully charged!
- **Lock-down options**
 - The plugin will ask you to close all web browser windows before starting the exam and will prevent you from opening new browser windows and tabs until the exam has started. This will be monitored during the examination.

Options

Candidate register for a proctored exam on a voluntary basis; you therefore always have the right to opt for in-person supervision.

How do I prepare for an online proctored exam

You can prepare for an online proctored exam. You must start by taking these measures **at least 48 hours before the examination date**, giving you the time to solve any problems as they arise. To help you prepare for the online exam, we have prepared a timetable with 5 recommended steps:

- **Verification options**

- The system performs a verification to check whether the webcam, mobile phone as a second camera, microphone and screen capture are all working.
- At the start of the exam, you will be asked to identify yourself with your ID card.
- **Analysis of the recordings**
 - The collected data will also be consolidated after the exam to be able to further examine them for the absence of suspicious behaviour or indications of irregularities.

What are the exam rules for a ProctorExam?

Exam rules for online proctoring

Below you will find an overview of the exam rules for participants during an exam with online proctoring. Make sure you are properly prepared so that you can sit the exam in a regular manner and avoid unforeseen, unpleasant situations. The exam result can be declared invalid if you did not follow these instructions:

Identification

You must identify yourself by showing your identity card; the exam is of course strictly personal. As such, you are expected to dress as if you were in a public space.

A room without any form of assistance

The room in which the exam is taken must be as empty as possible and well-lit (no excessive backlight). The webcam of your smartphone or tablet clearly shows the room you are in (and the front door of the room, if possible). The room is strictly free of any form of unauthorised tools (printed or handwritten texts or cheat sheets). There can be nothing on the table. The participant is alone in the room where he or she sits the exam.

No listening equipment

The PC's webcam clearly captures you, the participant, so that the supervisor can check that you are not wearing headphones, ear buds or other listening equipment during the exam.

No external recordings

The use of other tools (including recording tools) is also not permitted. The candidate may not copy the examination questions. Recordings, photos and screenshots are also prohibited; no applications other than those of the examination platform may be opened.

Your smartphone/tablet

You may only use a smartphone/tablet to complete a webcam scan of the room.

Silence

As soon as the exam starts and for the entire duration of the exam, the room must be completely silent. You may not talk during the exam, nor may you comment on the exam questions or ask any questions about the content of the exam questions.

Visibility

Make sure to position your screen in such a way that is directly in front of you. During the exam, you may not leave the room for any reason; no toilet visits are allowed. The exam stops if you leave the room. During the exam you must always stay in view of the webcam.

Timing

Exams must be taken within the announced time span. The session and onboarding start at the agreed time. You must finish the exam within the set deadline.

URL

The candidate may only open the URL of the exam system. Other use of the Internet is not permitted, as is the use of other digital documents, screens or applications.

You will be reminded of these exam rules again before you receive your token; you can check the exam URL for the Febelfin Academy exam at [this](#) link.

The rights and obligations of candidates/participants

Hardware requirements

You need a computer or laptop to participate in a proctored exam. This device must meet certain requirements, such as a working webcam and a microphone. Please note that it is your responsibility to ensure that you have the correct equipment. You must also check it well in advance. Make sure that your smartphone, which serves as a second camera, is charged. Avoid overload of your bandwidth during your exam. You are responsible for a proper internet connection and working software and hardware.

Step 1: Prepare your hardware

Why?	To ensure that your hardware works properly during the exam so that you can sit the exam without any problems.
When?	At least 48 hours before the exam.

<p>What?</p>	<p>Make sure your computer meets the following requirements:</p> <ul style="list-style-type: none"> • A working webcam (internal or external), ready for video recording. • A working microphone (internal or external), ready for audio recording. • A working keyboard and mouse (or other compatible pointer). • An internet connection (we recommend a minimum upload speed of 1 MB per second). • Google Chrome web browser (latest version) • The ProctorExam plugin for Google Chrome must be installed (see step 2 above in the summary). • The ProctorExam app must be installed on your mobile phone to use it as a second camera • And finally, a working and charged telephone. ProctorExams include the requirement to scan your room with your phone. You will be notified ahead of time if this is the case. <p>We recommend turning off program notifications to avoid getting pop-ups during the exam.</p>
<p>What if...?</p>	<p>Febelfin Academy has put in place measures to help you resolve any hardware issues before the exam. If your computer (or laptop) does not meet the technical requirements, make sure that you have a computer or laptop that does meet the above requirements.</p> <p>Bear in mind that it is your own responsibility to do this well in advance.</p>

Step 2: Install the ProctorExam plug-in

<p>Why?</p>	<p>To be sure that you can sit the exam, you must install the plug-in. This is a requirement for the exam.</p>
<p>When?</p>	<p>At least 48 hours before the exam</p>
<p>How?</p>	<p>You will receive an email from ProctorExam with a link to install the plug-in through the Google Chrome browser (latest version).</p>

What if...?	<p>If you do not have Google Chrome installed on your computer, you can download the browser free of charge from this website. If you have trouble installing the plugin, please go to the support page of ProctorExam, where you can find an FAQ and start a live chat.</p> <p>Please note that the ProctorExam plugin requires the latest version of Google Chrome. Check your browser here .</p> <p>Please note that the ProctorExam plug-in requires:</p> <ul style="list-style-type: none">• Enabled JavaScripts.• Disabled developer tools and proxy servers. <p>If you work with a Mac after the Catalina 10.15 update or Big Sur, please see here.</p>
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Manual and platform messaging

This ProctorExam manual is designed to give you the opportunity to prepare yourself optimally. Always read any messages that you receive from My Febelfin Academy.

Privacy

Just before taking the ProctorExam session, you will be asked to declare that you agree with the Febelfin Academy privacy notice for online exam proctoring. All information about the processing of your personal data is included in this privacy notice, which you can find at [deze](#) link. While it may feel strange that your camera images are recorded, we assure you that these images can only be viewed by authorised employees, with the sole purpose of exam surveillance.

Results

During the exam, the results of your exam will be displayed at the end of each module. These results will only be validated and published if you respected the exam rules. This is further verified after the exam with an analysis of the recordings.

Validity of the exam

Any violation of the aforementioned exam rules may lead to the exam being declared invalid. This shall be communicated to you in accordance with the exam regulations. Any fraud or possible fraud shall be dealt with by the exam commission, also in accordance with the exam regulations. The exam's validity is always assessed by an authorised Febelfin Academy employee. The ProctorExam system merely facilitates data collection.

Unable to take the exam

If you are unable to sit the exam due to illness or personal problems, please contact Febelfin Academy as soon as possible to report this and reschedule the exam at a later date.

Step 3: get used to the software

Why?	To get used to the process of an online proctored exam and to the assessment environment.
When?	At least 48 hours before the exam
How?	To get a quick grasp of what ProctorExam looks like, please watch the video about exam proctoring You can also find an FAQ page about proctoring on ProctorExam's support page.
What if...?	You will have ample opportunity to communicate technical issues before and during the exam, and afterwards in case you want something to be taken into account when your data is checked for suspicious behaviour. Use the chat function for this. You will be informed about the specifications.

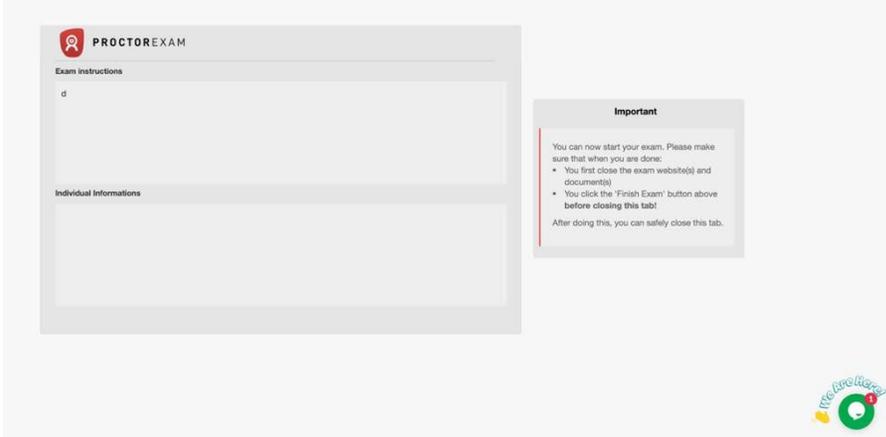
Step 4: prepare for the actual exam

Why?	To ensure that your room is ready and that you can start the exam as efficiently as possible.
When?	Start preparing your room approximately 30 minutes before the exam starts.

What?

- The lighting in the room must be sufficiently bright to be considered "daylight quality". Overhead lighting is preferred. If no overhead lighting is available, the light source may not be behind you.
- You must sit at a desk or table that has been cleared of any objects.
- The area around you (surfaces, walls, ceiling, etc.) may not contain any writing or cheatsheets.
- You must be alone in the room.
- Your room must be as quiet as possible. Sounds such as music or television are not permitted.
- Make sure that there are no unauthorised exam aids in the room where the exam you will sit the exam. Permitted resources will be communicated in advance as well as at the start of the exam.
- Keep your workplace as clean as possible: put away any pencil cases, there can be no snacks and drinks on the table. Only urgent medication is permitted as an exception. You must, however, report this in advance to the supervisor, using the chat functionality.
- Prevent other people from entering the room while you are sitting the exam (**for example by putting up a note outside the door**).
- Make sure that you have your ID card within reach to identify yourself. Visit the toilet before the exam starts.

Step 5: The most important points for attention during your examination

Why?	To make sure that you know what to do if something does not go as foreseen
What?	<ul style="list-style-type: none"> • If you experience technical issues during the exam, you can contact Techsupport in the live chat by clicking the orange bar that says Techsupport. <div data-bbox="444 594 1330 1031" data-label="Image">  <p>The image shows a screenshot of the Proctorexam interface. On the left, there is a form with sections for 'Exam instructions' and 'Individual Informations'. On the right, there is a grey box with the heading 'Important' containing the following text: 'You can now start your exam. Please make sure that when you are done: • You first close the exam website(s) and document(s) • You click the 'Finish Exam' button above before closing this tab! After doing this, you can safely close this tab.' In the bottom right corner of the screenshot, there is a 'Live Chat' icon with a green speech bubble and a red '1'.</p> </div> <ul style="list-style-type: none"> • It is your responsibility to perform a good room scan when this is requested by the system. • Please note that the use of ear buds that can transmit sound is not permitted.

Good luck with your exam!