

EXAMS UNDER ONLINE REMOTE PROCTORING ENVIRONMENT

Step by step process

CAF Examination – Spring 2021

1. System check and other related matters

- (i) Examinees will receive an email two days before their scheduled examination from exams@proctorexam.com. The email will contain links to assist in:
 - a. installing the plugin for Google Chrome browser; and
 - b. performing system checks;
- (ii) Examinees will be required to install the plugin for Google Chrome browser on their computer.
- (iii) Examinees will also be required to install the ProctorExam application on their smartphone. This application can be found in either the Apple App Store for Apple devices or Google Play Store for Android devices. Examinees would be required to keep that phone with them all the time during the course of their exam.
- (iv) The system check will first assess examinee's system for the presence of a working webcam and its audio and volume controls. Second, it will recommend a minimum internet bandwidth. Third, it will verify that the smartphone application is working. However, the system check cannot assess that examinee's machine meet the minimum technical specifications or internet bandwidth.
- (v) Practice tests for all papers of CAF examination are available in examinees' secured area at ICAP's website. Examinees are encouraged to attempt the practice test many times to get themselves familiar with the environment of the exam software.
- (vi) Soon after successful completion of system check, examinees will receive another email containing a unique link for their exam from exams@proctorexam.com. Examinees are advised to keep this email confidential and should not share it with anyone.
- (vii) Separate emails will be sent to the examinees for each paper in which they are appearing.
- (viii) Examinees are advised to check their Junk/Spam email folders as well, in case, if they do not see the email from exams@proctorexam.com in their inbox.
- (ix) In case, if no email is received from exams@proctorexam.com two days before the scheduled exam date, examinees are advised to contact Examination Department at examinations@icap.org.pk.

2. Preparing the exam place

Examinees are advised to ensure that following are **in accordance with the requirements specified by ICAP** (refer ICAP's document 'General and Technical Requirements' issued on 20 January 2021) at least one day before the scheduled exam:

- (i) Setup of the room, selected for taking the exam, is in alignment with the specific requirement.
- (ii) No additional monitors and computers are present in the room.
- (iii) Electricity and internet requirements are duly complied with.

3. On the Exam day – get started

- (i) The examinee must ensure that the exam room, computer, internet and electricity connections are available as explained above in 'Point 2: Preparing the exam place'.
- (ii) Every examinee must keep the following documents readily available with them:
 - a. Admit Card issued by ICAP
 - b. Registration Card issued by ICAP
 - c. Computerized National Identity Card (CNIC) / Passport
- (iii) The smartphone must be fully charged.

- (iv) Any software and applications such as Email, Chat, Facebook, Skype etc. should not be running on the computer to be used for taking the exam.
- (v) At the check-in time, mentioned on the Admit Cards, examinees will be required to click on the unique link received to them in second email. This will connect them to the proctoring application.
- (vi) Please note that check-in time starts 15 minutes before the scheduled start time of the exam.
- (vii) After logging in to the proctoring application, ProctorExam application will perform the System checks and will guide the examinee through the process.
- (viii) If examinees face any problem(s) during the setup process, they can use the chat panel marked as 'We Are Here!' to communicate with the support team. The chat panel is located at the bottom right corner of the proctoring tab.
- (ix) Examinees must complete the check-in process and log on to the exam application within 30 minutes of the scheduled commencement time of their exam. Failure to do so may debar them from taking the examination and marking them as 'Absent'.

4. Identity verification process

- (i) Upon successful completion of system check, examinees will be required to present their admit cards, issued by ICAP, to the Remote Proctor (Proctor) through their webcam.
- (ii) Examinees will now be visible to the Proctors.
- (iii) Each examinee will be required to photograph himself/herself through proctoring application.
- (iv) The Proctor may ask the examinee to present his/her CNIC or ICAP's registration card, if needed.
- (v) Upon successful verification of identity (ID), the examinee will be allowed to take the exam.
- (vi) In case the examinee's ID is not verified, the examinee's ID will be blocked in the system and he/she will be marked as 'Absent'.

5. Room scan process

- (i) The examinees will be required to turn on airplane mode on their smartphone and also activate the WiFi. The proctor will be monitoring them during the whole process.
- (ii) They will be required to scan a QR code, displayed on their computer screen, with the help of the ProctorExam smartphone application..
- (iii) After scanning the QR code the phone will be connected to the proctoring application.
- (iv) The ProctorExam application will instruct each examinee to scan a 360 degree view of their room using a smartphone camera. This process will be recorded through the ProctorExam application.
- (v) Items such as whiteboards, calendar, etc. on the wall with any writing on them, will be inspected by the Proctor during the process of scanning.
- (vi) The Proctor may ask the examinees to show their:
 - a. ears using the smartphone camera;
 - b. calculator ,if any;
 - c. books , in case of open book examination.
- (vii) Please note that if the workspace (room) does not pass the scanning test, the Proctor will not permit the examinees to take the exam.
- (viii) Upon successful completion of room scan process, examinees will be required to activate the vibration mode on their smartphone and place it beyond their arm's reach either on the left or right side of their work place in such a way that proctor can see them in the mobile video feed along with their laptop/desktop keyboard.
- (ix) Examination admin team may communicate with the examinees on their smartphone, if needed, from numbers mentioned in para 10(ii)a. Attending phone call(s) or reading/listening message(s) from any other number during the examination is strictly prohibited.

6. Calculators

- (i) Examinees are allowed to use external calculator provided it is included in the list of permissible calculators issued by ICAP.
- (ii) Examinees will be required to show their calculators in the webcam before start of exam.

7. Pen and paper

- (i) Pen and paper can be used for rough working.
- (ii) Any rough working made on paper cannot be uploaded to the exam software for marking.

8. Permissible books

- (i) Examinees are allowed to keep and use only those books which are permissible under ICAP's open book policy.
- (ii) Examinees will be required to show each book to the proctor using webcam before start of the exam.

9. During the exam

- (i) Upon successful completion of check-in process, examinees will be allowed to log on to the exam application using the link shared with them in the second email received from ProctorExam.
- (ii) Please note that:
 - a. breaks are not allowed during the exam. However, in order to answer the call of nature, the examinee should mention the time of leaving and returning back to the room in the proctor's chat panel. Leaving the room without information will be considered as use of unfair means and will attract disciplinary action(s).
 - b. no one is permitted to enter in examinee's work area for any reason.
 - c. examinee is not allowed to speak to anyone during the exams except with the Proctor.
- (iii) Drinks are permitted in clear, unmarked glass/bottle only.
- (iv) If examinees face any problem(s) during the exam they can use the chat function of the application to communicate with the Proctor. The chat panel is located at the bottom right corner of the proctoring application.
- (v) Examinees are required to keep their smartphone beyond arms' reach. In case of need, exam admin team may communicate with the examinees on their smartphone using numbers mentioned in para 10(ii)a. **Attending phone call(s) from any other number during the exam is strictly prohibited.**

10. Exam connectivity and associated issues

Disconnection due to electricity, internet or associated issues

- (i) Examinees will be allowed unlimited number of reconnects.
- (ii) If an examinee is not able to reconnect within five minutes, the Proctor will help him/her to reconnect through call or standard messaging. In case of no response from proctor, immediately contact Examination Department through following designated cell numbers or email address:
 - a. Cell numbers: +92 345 2130685, +92 345 2130686, +92 317 2331761 and +92 317 2331762.
 - b. Email address: proctorexam@icap.org.pk
- (iii) Each examinee may be asked to scan his/her room after each reconnect.
- (iv) ICAP cannot be held responsible for failure to connect to the exam due to electricity, internet or any other associated issue(s) which may surface at examinee's end. It is the responsibility of examinee to meet all examination requirements as specified in General & Technical Requirements for CAF Examination while appearing in exams under remote proctoring environment.

Disconnection due to application malfunctioning

- (i) If the disconnection arises due to exam application and if the problem is resolved within a maximum of 15 minutes, the affected examinees will be given additional time to complete their exam which will not be less than the time wasted during problem resolution.
- (ii) If the issue remains unresolved beyond 15 minutes, despite escalation to next tier of support, the examinee may be allowed further additional time. But the allowable time shall in no case be more than 30 minutes.

Exam suspension due to use of unfair means

- (i) The Proctor may suspend the exam if an examinee is found accessing any website except ProctorExam, Assessment Master and his/her email account to contact ICAP. Any such action will be considered as use of unfair means and will attract disciplinary action(s).
- (ii) The exam may be suspended if an examinee is found whispering/speaking on webcam or making suspicious actions/moves.
- (iii) The exam may be suspended if video streaming of webcam or smartphone or screen sharing is stopped for more than 3 minutes.

11. Completing the exam

- (i) If examinees complete their exam well before permissible time, they may click on the 'Logoff' button to end their exam.
- (ii) The logoff button will appear when an examinee clicks on next page icon (➤) from last question page. Back button will also appear on the same page. If the examinee decides to go back to the exam he/she will need to click on the Back button instead of Logoff button.
- (iii) Once the logoff button is clicked, examinee cannot be allowed to reenter the exam site.
- (iv) The system will automatically end the exam and logoff the examinee as soon as the permissible time for exam is over.

12. Exam result

- (i) Exam result will be declared on the scheduled date announced by ICAP.