

# EXAMS UNDER REMOTE PROCTORING ENVIRONMENT

## Step by step process – AFC August 2020 Exam

### 1. System settings and system check

- (i) Examinees will receive an email on or before 15 August 2020. That email will contain links to the following:
  - a. plugin for Google Chrome browser; and
  - b. app for mobile phone;
- (ii) Examinees will be required to install the plugin for Chrome and app in their mobile phone. They would be required to keep that phone with them at the time of their exam.
- (iii) The system check cannot assess that examinees' machines meet the minimum technical specifications. It only checks that their internet bandwidth is sufficient, they have a working webcam and their device has audio and volume control.
- (iv) Practice test for all papers of AFC will be available in examinees' secured area at ICAP's website by end of July 2020. Examinees are encouraged to attempt the practice test many times to get themselves familiar with the environment of the exam software.
- (v) Examinees will receive another email containing a unique link for their exam on or before 17 August 2020. Examinees are advised to keep this email confidential and should not share it with anyone.
- (vi) Separate emails will be received for each paper in which examinees are required to appear.

### 2. Preparing the exam place

At least a day before their exam, examinees are advised to ensure the following **in accordance with the requirements specified by ICAP**: Please refer ICAP's document '[General and Technical Requirements](#)' issued on 22 July 2020.

- (i) setup of the room they have selected for taking their exam is aligned.
- (ii) there are no books, notepads, sticky notes, papers, pens, pencils, and other writing instruments/objects in exam area.
- (iii) Laptop/desktop system is available.
- (iv) there should be no additional monitors and computers within the room.
- (v) electricity and internet requirements are met.

### 3. On the Exam day – get started

- (i) Each examinee should ensure that the exam room, computer, internet and electricity connection are set up correctly as discussed above in 'Point 2: Preparing the exam place'.
- (ii) Every examinee must keep the following documents with them:
  - a. Admit Card issued by ICAP
  - b. Computerized National Identity Card (CNIC)
- (iii) The mobile phone should be fully charged.
- (iv) Any other software and applications such as Adobe Acrobat, email, chat, Facebook, Skype etc. should not be running on the computer to be used for taking the exam.

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- (v) Examinees will be required to click on the unique link received to them in second email dated 17 August 2020 at the time specified for Identity (ID) verification in that email. This will connect them to the proctoring application.
- (vi) Please note that ID verification time starts 30 minutes before the scheduled start time of the exam.
- (vii) Examinees may only be able to log on to the proctoring application at most 30 minutes before and up to 15 minutes after the exam commencement time. They must complete the check-in process before the commencement of their exam. Failure to do so may mean that they will not be allowed to take their examination and they would forfeit any right to a refund/carry forward of their exam fee.

#### **4. Room scan process**

- (i) Examinees will be greeted by their Remote Proctor (Proctor) within 30 minutes of their connection to the proctoring application.
- (ii) Examinees will be required to switch their mobile phone to airplane mode and then turn on its WiFi and show it to the Proctor.
- (iii) They will be required to scan a QR code which will be displayed on their computer screen, once Proctor is satisfied that phone has been switched to airplane mode.
- (iv) After scanning the QR code the phone will be connected to the proctoring application.
- (v) They will be required to take photos of their room with 360 degrees using camera of their mobile phone and upload these photos to the proctoring application.
- (vi) Items on the wall with writing on them, such as whiteboards, will be inspected by the Proctor during scanning of room process.
- (vii) Please note that if workspace does not pass a room scan, examinee will not be permitted to proceed with taking the exam.
- (viii) Upon successful completion of room scan process, examinees will be required to turn off WiFi and airplane mode, put the phone on vibration and place it beyond their arm's reach in a way that they could still see it.

#### **5. ID verification process**

- (i) Upon successful completion of room scan process, examinees will be required to present their admit cards issued by ICAP to the Proctor through their webcam.
- (ii) Each examinee will be required to photograph himself/herself through proctoring application.
- (iii) The Proctor may ask the examinee to present his/her CNIC if needed.
- (iv) The Proctor will verify the admit cards with record provided to him/her by ICAP.
- (v) In case of any suspicion during verification of the examinee's ID, the Proctor will immediately escalate the matter to exam admin team and move to the verification of next examinee in the queue.
- (vi) Exam admin team will perform additional verification checks by matching examinee's on the spot photo with all the available photos of examinee in their record.

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- (vii) If the examinee's ID is verified successfully by the exam admin team, the examinee will be allowed to take the exam and the relevant Proctor will be informed accordingly.
- (viii) In case the examinee's ID is not verified, the examinee ID will be blocked in the system and he/she will be provided two working days to visit any ICAP office nearest to him and prove his/her identity. Failing to prove his/her identity in the given period may lead to disciplinary action as defined in the ICAP's use of unfair means policy available at its website.

#### 6. During the exam

- (i) Upon successful completion of ID verification process, examinees will be allowed to log in to the exam application.
- (ii) Please note that:
  - a. breaks are not allowed during the exam for any reason. If an examinee leaves his/her computer during exam the Proctor will end his/her session and he/she will be unable to continue testing.
  - b. no one is permitted in examinee's work area for any reason.
  - c. examinees are not allowed to speak during the exams except with the Proctor.
- (iii) Drinks are permitted in clear, unmarked glass/bottle only.
- (iv) If examinees have any problems during the exam they can use the chat function to communicate with their Proctor using the chat panel located at the bottom right corner of the proctoring application.
- (v) Place mobile phones beyond arms' reach. Exam admin team may communicate with the examinees at their mobile phone if needed from numbers mentioned in the requirements specified by ICAP. Attending phone call from any other number during exam is strictly prohibited.

#### 7. 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. However, the proctor will provide this service to the examinees for maximum of 02 times.
- (iii) To resolve the issue(s) of examinees, the proctor will perform as follows:
  - a. Consult the troubleshooting guide provided by ICAP and advise the examinee accordingly.
  - b. Escalate it to exam admin team, if the issue remains unresolved.
- (iv) Each examinee may be asked to scan its room after each reconnect.
- (v) ICAP cannot be held responsible for any issue(s) in connecting to the exam due to electricity, internet or associated issues at examinee's end. It is the responsibility of examinees to meet the requirements of exams specified in ICAP's requirements documents while appearing in exams under remote proctoring environment.

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#### ***Disconnection issue due to opening of an unauthorized application***

- (i) The Proctor will issue warning to the examinees if they open an unauthorized application. Examinees will be given a maximum of two such warnings.
- (ii) If an examinee continues to ignore the warnings, the proctor should escalate the matter to exam admin team.
- (iii) The exam admin team will give a final warning to the examinee and terminate his/her exam immediately if he/she ignores the final warning.

#### ***Disconnection due to application malfunctioning***

- (i) If the disconnection issue arises due to exam application and is resolved within a maximum of 15 minutes, the affected examinees will be given additional time to complete their exam not 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 will be given the option to retake the exam within next 3 days after resolution of the issue.

### **8. 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 into the exam he/she will need to click on the Back button instead of Logoff.
- (iii) Once the Logoff button is clicked, examinee cannot reenter into the exam.
- (iv) The system will automatically end exam and logs off the examinee as soon as the permissible time for exam is over.

### **9. Exam result**

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