Human Resources
Professionals
Association

**Remote Proctoring – Part 2
A Candidate's Experience**

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On-Demand Webinars

▶ Our previously aired regulatory and how-to webinar series can be found on the [Regulatory Webinars](#) page of our website

  ▶ Listen to recording

  ▶ Download the power point slides

  ▶ View the Questions & Answers

Housekeeping

▶ Webinar will be recorded and posted online

▶ This webinar is NOT eligible for CPD

▶ We will post the transcript of the Q&A online afterwards with the webinar

Questions Involving Specific Individual Circumstances

▶ This webinar is not the appropriate place and time to address specific individual circumstances

▶ Sometimes the correct answer depends on details that are not provided with the question

▶ Please contact the Office of the Registrar registrar@hrpa.ca with questions involving specific individual circumstances

Agenda

Part 1

- ▶ What is Remote Proctoring

- ▶ Registration and payment process

- ▶ What remains the same with the introduction of Remote Proctoring

- ▶ Scheduling your exam

- ▶ Rescheduling and Withdrawing

- ▶ Testing accommodations

- ▶ Communication from HRPA and Prometric

- ▶ Rules and Regulations around Remote Proctoring

Agenda

Part 2

- ▶ System Readiness Check & Installation of the ProProctor application
- ▶ Technical requirements
- ▶ Testing Environment requirements
- ▶ Check-In process
- ▶ Prometric Readiness Agent vs. Prometric Proctor
- ▶ Test Day
- ▶ Future of Remote Proctoring

Who Does What with Respect to Exams Office of the Registrar Staff

▶ Office of the Registrar staff

    I. Claude Balthazard, CHRL – VP Regulatory Affairs & Registrar

    II. Kelly Morris, CHRL – Exams Manager

    III. Thomas Callitsis – Exams Specialist

    IV. Wickett Measurement Systems - Psychometrician

▶ Manage the exam registration & administration process

▶ Release of exam results

▶ Review and approval of accommodations

▶ Policy setting for exams

Examination Vendor - Prometric

▶ HRPA's exams are currently delivered by Prometric via computer-based testing and this partnership has been expanded to include online delivery through a secure remote proctoring system called ProProctor.

▶ The exam administration and remote proctoring follow industry best practices in compliance with standards defined by international accrediting bodies, such as ISO/ANSI 17024.

▶ Management of test centres and exam invigilation.

▶ Implementation and the delivery of testing accommodations.

For more information, please visit:

https://www.prometric.com/test-takers/search/hrpa

What is Remote Proctoring

▶ It is a method of online exam delivery by use of a computer, a webcam, a microphone and a stable internet connection to take your exam online remotely. i.e. in your home.

▶ The exam is monitored by a live proctor and is recorded.

▶ All exams will be delivered via remote proctoring or in a test centre for the remainder of 2020.

Registration and Payment Process

▶ Register and make payment for the CKE 1 or CKE 2, CHRP or CHRL Employment Law Exams directly with HRPA via the HRPA website.

▶ Registration links are available on the HRPA website:

  https://www.hrpa.ca/hrdesignations_/Pages/CKE1-CKE2-Comprehensive-Knowledge-Exam.aspx

  https://www.hrpa.ca/hrdesignations_/Pages/CHRP-CHRL-Employment-Law-Exam.aspx

▶ Until you have met the Coursework Requirement, you are not eligible to register for the CKE 1 or CKE 2.

▶ Until you have passed the CKE 1 or CKE 2, you are not eligible to register for the CHRP or CHRL Employment Law Exam.

▶ Always start with registration and payment for your exam with HRPA.

What Remains the Same with the Introduction of Remote Proctoring

▶ Costs

CKE 1 - $290.00 plus HST

CKE 2 - $340.00 plus HST

CHRP and CHRL Employment Law Exams - $240.00 plus HST

▶ Eligibility to register for the CKE 1/CKE 2 and the CHRP/CHRL Employment Law Examination

▶ The scoring methods for each examination

▶ The format and length of exam remains the same – multiple choice

▶ The method of delivery is the only difference

Scheduling your Exam

▶ Once registration and payment has been made for the exam on the HRPA website, you must go onto Prometric's website to schedule your exam.

▶ The scheduling system now has two options:

    I. Schedule an "in-person" exam which means you will be taking your exam at a test centre

    II. Schedule a "remotely proctored exam" which means you will be taking your exam remotely

▶ If you are scheduling an in-person exam you will choose the location, date and time from the currently available times.

▶ If you are scheduling a remotely proctored exam you will choose the time and date from the currently available times.

▶ Do not wait until the last minute to schedule your exam, otherwise you may not get your preferred location and/or your preferred date and time.

Note: Exams scheduled at Prometric test centres can still be cancelled as COVID-19 continues to be a rapidly developing situation and test centre can opt to extend their closures.

Scheduling your Exam

HRPA - HUMAN RESOURCES PROFESSIONALS ASSOCIATION

IN-PERSON EXAM

- 📍 Locate
- 🗓 Schedule
- ✅ Confirm
- 🗓 Reschedule/Cancel

REMOTELY PROCTORED EXAM

- Schedule
- Reschedule

(PREPARE FOR TEST DAY)

(WHAT TO EXPECT)

HRPA CKE 1 and CKE 2 Knowledge Exams and (CHRP/CHRL) Employment Law Exams.

There are now two ways to take your HRPA certification exams. As a candidate you have the option to take your exam either in a Prometric Testing Centre or through a remotely proctored internet enabled location of your choice where you must provide a computer with a camera, microphone and an internet connection. To confirm your computer will allow you to test through ProProctor™ please click here ⧉ to perform a system check prior to scheduling your exam.

Eligibility

Only those candidates who have received a Confirmation of Eligibility from HRPA to write their exam via email and have registered and paid for the exam through HRPA will be permitted to schedule an exam appointment time. For eligibility requirements ⧉, visit HRPA' website.

Rescheduling and Withdrawing

▶ If you must withdraw from your exam from the testing window completely, please complete the Examination Withdrawal Form and submit it to HRPA.

  ▶ For withdrawals requested within 29 calendar days of the scheduled exam, an administration fee of $55.00 plus HST will be deduced from the refund issued.

▶ If you must reschedule your exam within the same testing window, please use Prometric's 'Reschedule/Cancel' option on their website.

  ▶ To avoid a rescheduling fee of $50.00 plus HST, please do so at least 30 days or more prior to your original scheduled exam date.

  ▶ The same applies for situations where a candidate would like to switch their test centre appointment to remote proctoring and vice versa.

▶ Withdrawing or rescheduling your exam is not permitted within two calendar days of your scheduled exam date.

Testing Accommodations

▶ HRPA has a *Testing Accommodations Policy* in place and it remains in effect with the move to remote proctoring. There are no changes to the *Testing Accommodations Policy* with remote proctoring.

▶ Accommodation requests are made at the time of registration for the exam.

▶ Supporting documentation along with the Accommodations Request Form must be submitted to HRPA for review and approval at least 20 calendar days in advance .

▶ There are no extra costs to candidates for accommodations.

Note: There may be some accommodations that cannot best be delivered in the remote proctoring environment. If you require accommodations that cannot best be delivered remotely, you will be advised of options available to take your exam at a test centre.

Communication from HRPA and Prometric

HRPA

- Confirmation of Eligibility and Registration
- Targeted emails – remote proctoring reminders
- Final reminder email with instructions

Prometric

- Appointment Confirmation
- Remote Proctoring User Guide
- Reminder email and reminder phone call of appointment
  - The reminder phone call is only sent to candidates scheduled at a test centre
- COVID test centre rules

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.

▶ 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 permitted one (1) unscheduled break up to 10 minutes in duration for the CKE 1, CHRP and CHRL Employment Law Exams.

▶ Candidates are permitted two (2) unscheduled breaks up to 10 minutes in duration for the CKE 2.

▶ Breaks are optional.

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. The exam is a closed book exam, with the exception of the CHRP and CHRL Employment Law Examinations, as you will have access to the applicable employment legislation which has been built in to the platform and can be accessed from the system when you are writing your exam.

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

▶ Electronic devices are not permitted, nor should be accessed during your exam. Examples of electronic devices include cell phone, camera on your person, etc. 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 HRPA's Exams Manager for next steps. Your exam fees will be forfeited and will not be refunded to you.

▶ Cannot have a calculator; a calculator is embedded in the exam platform.

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

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 HRPA is required. Please note that the name on your ID must match the name that is in HRPA's database. The proctor must be able to verify your identity, and if they cannot, then you may not be permitted to test. Acceptable IDs are predetermined by HRPA and are listed in your Confirmation of Eligibility & Registration email.

▶ 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.

▶ Water in a clear glass or clear bottle.

▶ 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.

Technical Requirements

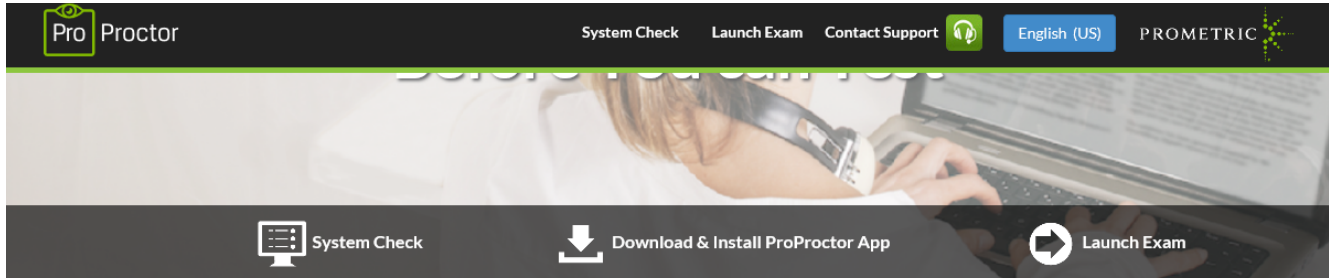In order to write an exam in an online format, candidates must ensure they have access to the following:

▶ 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 7 or higher/MacOS 10.13 or higher

▶ Web Browser – Current version of Google Chrome

▶ Internet Connection Speed – 0.5mb/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 and make sure there is no additional load on your Wi-Fi connection from other users, such as streaming videos, music, or games. Lack of signal strength during your exam may cause you to lose connection to Prometrc's system (your exam).

▶ 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/.

System Readiness Check & Installation of the ProProctor Application

1. System Readiness Check – before installing the ProProctor application, you should run the [System Readiness Check](#). 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 16-digit **Appointment Confirmation Number** found in your confirmation email and **the first four (4) letters of your last name/surname**. You should launch your exam 15 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.
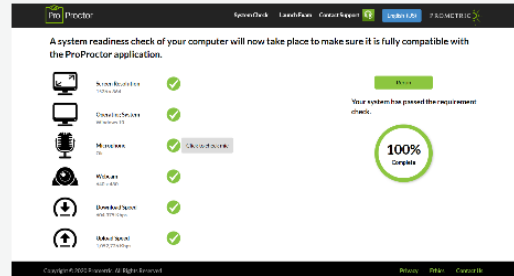
Note: It is recommended that you do a system check at least 24 hours before your schedule exam date to ensure you are ready to test.

System Readiness Check & Installation of the ProProctor Application

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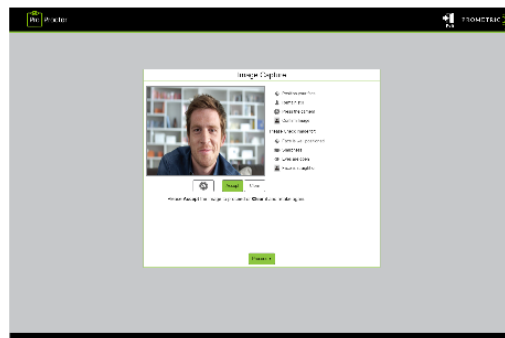
In order to support successful completion of the HRPA exams done remotely, candidates are required to ensure the testing environment is and will remain comfortable, quiet and free of distractions during their scheduled exam.

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. if this were to happen more than once during your writing time it could result in your exam being terminated and could result in you forfeiting your exam fees paid to HRPA.

▶ 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.
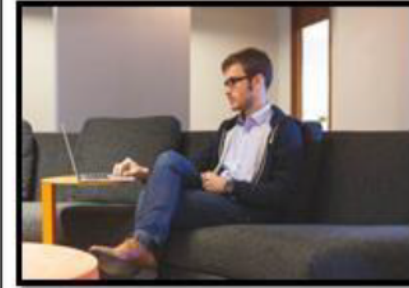
Testing Environment Requirements

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

Prometric Readiness Agent vs. Prometric Proctor

Prometric Readiness Agent (Video & Chat)	Prometric Proctor (Chat only)
• ID Verification • Candidate detail Confirmation • Environment Scan • Candidate Person Check • Exam Rules	• Live Proctoring • Questions on exam platform via Chat • Breaks and Rules • Escalation to Security Agent (if needed)

Test Day

On the day of your exam, please make sure you allow 15 minutes to prepare your testing environment. When you are comfortable sitting at your workstation, go to the ProProctor website at: https://rpcandidate.prometric.com.

▶ Follow the easy self-serve check-in process, which will guide you through the final preparations before you are greeted by a Prometric Readiness Agent.

▶ Candidates must be seated in the testing area at the time that the exam is set to start.

▶ Candidates must ensure that the testing environment is comfortable, quiet and free of distractions and that the desk or table is cleared except for the permitted items, listed above.

▶ Candidates must have their government-issued photo identification (ID) ready to present to the agent to confirm identity.

▶ Candidates must have their **Appointment Confirmation Number** ready and it is required to launch their exam.

▶ The **Appointment Confirmation Number** is contained within the confirmation email sent to you by Prometric.

▶ Once the exam has launched, you will begin the check-in process.

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 while testing, you will need to advise your live proctor if you are able to, but if the nature of your issue prevents you from engaging your live proctor, you will need to disconnect and engage technical support (link below).

- If you experience technical issues trying to launch your exam, please use the technical support link to search for your issue, then engage technical support (link below).

- When you visit: https://ehelp.prometric.com/proproctor/s/, you will be prompted to answer questions about the nature of your inquiry by an auto-bot in an effort to funnel your question to live support if necessary, or provide you with suggestions on next steps.

- All exam sessions will be recorded.

Future of Remote Proctoring

▶ Remote proctoring will remain as an option for the remainder of 2020.

▶ In 2021, HRPA will continue to offer its exams three times a year.

▶ Each exam will have a two-week long testing window.

▶ HRPA is currently discussing continuing to offers its exams via remote proctoring, in addition to the option of scheduling an exam at a test centre.

Suggestions for webinar topics?
Feedback?
registrar@hrpa.ca