

Webinar presented by Human Resources Professionals Association

OOTR: Remote Proctoring: What you Need to Know

February 23, 2023

Is it possible to switch from remote to in-person or vice-versa, after registering?

Yes, should you wish to reschedule or switch your mode of testing within the same testing window, you may do so through Prometric [here](#). Candidates are permitted to reschedule or switch their modes of testing up to two calendar days from their scheduled exam date. Please note that an administration fee of \$50.00 + HST will be charged for any changes within 29 calendar days of the scheduled exam date. This fee is collected by Prometric, and not HRPA.

Can we reschedule the exam before it takes place? For example, from April to October? Are there any charges for that?

If you are not planning on writing in the testing window you are registered to write in, you would be requesting to withdraw from the exam and must complete the Exam Withdrawal Form and submit it to HRPA. An administration fee of \$65.00 + HST is deducted from the refund for any withdrawals requested. Withdrawals are permitted up to two calendar days from the scheduled exam date.

If I face unexpected technical issues during my exam, what will happen?

If you face technical issues of any kind you need to engage technical support with Prometric. HRPA has provided you with the telephone number to call technical support, or you can engage the bot to get to technical support, or you can ask your proctor on how best to proceed through the chat feature.

If my internet blips and I get kicked out, do I generally just re-join, or do I need to get my phone and send an email/contact Prometric technical support?

If you are disconnected at any point during your exam, please try to reconnect and resume your exam. Should you continue to face issues connecting to your exam, please contact Prometric Technical Support for further assistance.

If there are technical issues and the exam is rescheduled, will I need to pay again?

Depending on the nature of the technical issue, i.e., power outage, microphone and/or camera is not working, etc., you may be subject to a \$50.00 + HST rescheduling fee.



My MAC Operating System needs to be configured to assess the ProProctor application. How do I connect with the right individual to get this resolved? Should this be resolved now or closer to the exam date?

There are instructions in the ProProctor User Guide for MAC users, however, we do recommend that you connect with Prometric's technical support team ahead of time to resolve any potential issues and not wait until exam day. You do not want the added stress of trying to resolve your issues on the same day you are writing your exam. This will allow you time to change your computer and/or source different hardware.

Are you allowed to self-talk during your exam if you are taking it remotely or does your test space still require you to be quiet?

You are not allowed to talk during your exam if testing remotely or in-person. If testing remotely and you are heard to be talking, you risk your exam being terminated for violating the rules.

If any body language is flagged, will we be notified and be given an opportunity to clarify before terminating the exam, as moving the body could just be finding a comfortable sitting position?

The proctor can and will flag this as irregular behaviour and the AI is programmed to also flag this behaviour. The proctors will often flag this and ask for an explanation and, in most cases, will permit you to continue.

Would it be beneficial to ask the Proctor before the movement?

Yes, this would be the best approach to avoid any issues.

What happens if you get flagged during your remote exam? Does the proctor verbally talk to you/ask questions to you?

Yes, the proctor and/or security agent may ask you questions verbally or through the chat. They are within their authority to do so.

Is there any way to get an environmental scan done prior to the exam date just to make sure we are on the right track for exam day or to avoid confusion at the time of exam?

Unfortunately, Prometric does not offer a pre-screening service to ensure that a candidate's environment is sufficient and secure prior to their exam. We recommend reviewing this [webpage](#) dedicated to the requirements of remote proctoring prior to your exam.

Can I have my workstation/desk in the bedroom to write my exam?

You may write in your bedroom as long as you meet the environment requirements for your remotely proctored exam.

Can I write my exam on a monitor for the convenience of a bigger screen?

Yes, candidates are permitted to use a larger monitor to write their exam on. Please note that only one monitor is permitted to be on. Thus, if you are connecting a larger monitor to your laptop, your laptop must remain in the 'closed' position.

Is there a best practice in terms of how soon you should login into the exam through prometric? Rough idea around how long it would take to login and be ready for the proctor?

Prometric recommends you sign in about 30 minutes prior to your appointment time.

Could you please explain how breaks work?

Breaks are not permitted during the two exam content sections. An optional 15-minute break is provided to candidates in between the two content sections.

Is there a way to test the look and feel of the PDFs of legislation and calculator?

The PDF documents provided for the CHRP and CHRL Employment Law Exams function the same as any normal PDF. The exact same PDF documents are provided to candidates by email ahead of their exams, as well. All functions that a normal PDF document has will be accessible during your exam. The calculator is the same as one found within the Microsoft operating system; it is a simple digital calculator.

Are different exams used when taking the exam remotely versus in-person?

No, the exams are the same, no matter the mode in which a candidate is testing.

Are we allowed a scrap piece of paper that is blank and that is examined during the 360-degree check?

No, scrap paper is not permitted in the remote environment. A virtual whiteboard is provided to make notes on within the exam platform for candidates testing remotely.

I have an office space that is private and quiet in my basement, but it is a den/library, with shelved books. Is this allowed?

Candidates are not expected to remove heavy objects, such as bookshelves, for their remotely proctored exam. However, it is recommended to put a sheet or blanket over the bookshelf to hide its contents to avoid any potential flagging by the Prometric readiness agent or proctor.

My husband's desktop is in my office space and the monitors cannot be turned around. Can I cover this as well with a blanket or sheet?

If the monitors cannot be turned around, please ensure that they are turned off and a blanket or sheet are covering them. The Prometric readiness agent may ask why you are unable to remove them or turn them around during the environment scan.

Are smart watches permitted to be worn?

Smart watches are not permitted to be worn during your exam.

Can the exams be taken during the weekend?

Yes, Prometric offers exams to be scheduled on weekends. Please note, however, that seats are available on a first-come, first-served basis.

In the test center, is the exam on a computer or is it paper-based?

All HRP A certification exams are written via computer-based testing in both the remote environment, as well as in Prometric test centres.

Can we keep an energy bar and a bottle of water on the table? I am asking this for both in-person and online tests.

Candidates are not permitted any food in either the remote environment or Prometric test centres unless it is for accommodation purposes. Candidates writing remotely are permitted to have water with them in a clear or transparent container. Effective May 1st, 2023, candidates will be permitted to bring water into the testing room in test centres. Water must be in a clear or transparent container with a lid of crap, with all labels removed. The container will be inspected for notes or other test aids. No other types of drinks are permitted in either mode of testing unless it is for accommodation purposes.

Can I bring a small bag to the in-person proctored exam to hold my personal items? What kind of check should I expect?

It is recommended that you only bring essentials to a testing centre. You will only be permitted to bring your government-issued identification with you into the testing room and will be asked to leave everything else in a locker or drawer.

Do I get extra time if I get kicked out and then rejoin the exam due to technical difficulties?

If you are disconnected during your exam, the timer is paused. Upon reconnecting, you will have the same amount of time left on the timer as you had when you disconnected.

Can I take a box of tissues with me to the in-person exam?

No, tissues are supplied by the test centre during the sign in process. You just need to ask for them.

Is there a cost for the locker or drawer for the in-person testing?

No, access to a locker or drawer at a Prometric test centre is complimentary.

When we finish the exam, do we receive a completion confirmation and does HRP A receive it, as well?

Candidates will receive a Notice of Completion email from Prometric upon completion of their exam. HRP A does not get this notice, however, we do receive notification upon receipt of a candidate's exam responses.