



A webinar presented by the Office of the Registrar

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

July 15, 2020

If we are taking the remote exam in a room with a doorway that doesn't have a door, can we just put up a curtain or some sort of covering to the doorway?

If you do not have a door to close, please place a sheet or curtain in the doorway to limit distractions and potential noise.

If I do not pass the law exam, would I have to retake the CKE exam?

No, once you have passed the CKE 1/CKE 2, you have 10 years to complete the remaining requirements to obtain your designation. If you do not pass the CHRP/CHRL Employment Law Examination, you may write the examination again in the following administration, as long as you remain eligible to do so.

With the tight timeline between the CKE1 and the CHRP law exams, will test results be sent out earlier, to allow for registration for the law exam in time?

Yes, exam results for the CKE 1/CKE 2 will be released with enough time to register for the CHRP/CHRL Employment Law Examinations in the fall.

Has the capacity for the number of writers for the exams been increased to support the increased number of writers--those who were scheduled to write in the Spring and those who would have written in the Fall? Or is there a limited number of slots?

The currently open Prometric test centres in Ontario are at capacity as they are following social distancing measures mandated by Public Health. This means that they are running at 50% capacity and because of this, HRPA has introduced remote proctoring for the remainder of 2020 to help with the limited seats at the test centres. In addition, not all test centres are open yet, and some may not be able to open for the rest of the year depending on where they are situated. There is no guarantee that more seats will become available at the currently open test centres or when more test centres will open. For an up-to-date list of the test centres that are open, please visit:

<https://www.prometric.com/site-openings>.

Is it possible to reschedule an exam from being at a testing location to being proctored online? My in-person exam was rescheduled to a different city which is not possible for me.

Yes. This can be done on Prometric's website by using their 'Rescheduling' option:

<https://www.prometric.com/test-takers/search/hrpa>. If you would like to reschedule to a remotely proctored examination, please select 'Reschedule' under the 'Remotely Proctored Exam' header.

Are we able to read questions aloud to help with comprehension and understanding of the questions?

You may do so if you are writing your examination remotely, as you will be the only candidate in the room. This is not permitted at a test centre, as it may be distracting to those writing an examination in the same room.

Is there a washroom break time during the remote exam?

You are permitted one unscheduled break at any time during the exam if you are writing the CKE 1 or the CHRP/CHRL Employment Law Exam and two unscheduled breaks if you are writing the CKE 2, however each time you leave the test room you must sign-out. Upon return from a break, with exception, you must go through all security checks, environment scan, present valid ID, sign-in. The clock will not be stopped when you take a break and will continue to run. All candidates must inform the testing staff if they are taking a break. There are no scheduled breaks.

Can the final instructions from HRP A be sent a week in advance, before the exam window? Two days may not be enough, especially, since the start date is Aug 31, which is Monday, and two days in advance will be right before the weekend.

The final instructions will contain the same communication that has been sent to candidates upon registering for their examination, as well as from Prometric when scheduling your examination. The final instructions are a reminder to candidates of the technological and environmental requirements. Preparation for a remotely proctored examination should be done prior to the final instructions.

In the test centre, we get couple of spare papers which allows us to do any manual calculation etc. Will remote proctoring allow for this? This can be shredded after the exam while remote proctor is live.

Scrap paper and a pen/pencil are not permitted for a remotely proctored examination. Prometric has introduced 'Scratchpad' for remotely proctored examinations, which is a virtual whiteboard for candidates who wish to take notes digitally.

Are calculators permitted for a remote exam?

An electronic simple calculator will be available to you and is embedded into the examination platform.

If you are permitted unscheduled break does that there mean that there are scheduled breaks built into the time already?

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Is there a chat box or do we verbally tell our proctor through the webcam that we would like to take our break?

There is a chat feature where you can communicate with the proctor in case of an emergency or for any other issues, i.e. technical issues, requests to take a break, etc. You may also speak through your microphone to communicate with the proctor.

Can we take the two 10 minutes (20 minutes) breaks at once?

It is strongly encouraged to adhere to the break policy as it is written. Taking both breaks at once may cause the proctor to flag this and inquire as to why both breaks were taken at once.

What would happen if my internet suddenly cut out?

If a candidate's internet is disconnected, the exam timer will be paused, and the candidate will need to take the time to resolve the issue and will then be able to re-launch their exam and continue from where they left off. The environment scan will be required once the candidate has reconnected.

What about wearing a scarf for religious purposes? Is this allowed?

Yes, wearing a scarf is permitted for religious purposes, however, will be subject to inspection.

Are we allowed to use dual monitors with the camera on one of them?

Dual monitors are not permitted. You will have to either turn the second monitor around to face the wall or remove it from your desk completely in order to pass the environment scan.

Can you have your laptop connected to a monitor with HDMI?

Yes, you can connect your laptop to a larger monitor. Please note that you will have to close the laptop as dual monitors is not permitted.

Do we have to memorize the Appointment Confirmation Number for the CHRL Employment Law exam?

You may write the Appointment Confirmation Number on a piece of paper and discard the piece of paper once the exam has launched.

Why does my laptop have to be unattached from a docking station?

Since the environment scan requires you to lift your laptop and scan the room with your built-in camera, having it attached to the docking station will make this process challenging. Once you have done the scan, the laptop can be docked. However, if another environment scan is required (due to a disconnect), you will need to use the laptop again off the docking station.

Can your laptop use a VPN to access the internet during remote proctoring?

Due to potential security issues and the fact that VPNs can impose restrictions and interrupt the connection to a lockdown browser, you will have to launch your examination without connecting to a VPN.

Can you write in any location/home so long you are the only person in the room?

If you can meet the technical requirements, as well as the environment requirements, you are able to test remotely at any location or in your home.

Is camera allowed to be an embedded device (i.e. in a laptop)? Or must it be detachable?

You are permitted to have your webcam embedded into your laptop. You will have to be able to pick up your laptop and rotate it around in order to complete the environment scan, however.

Is it true that I can start my exam 1 hour early if I choose to?

It is recommended that you launch your examination approximately 15 minutes prior to your start time to ensure everything is working properly, and to complete the environment scan. Your examination will not start an hour prior to your scheduled start time.

When does the system testing occur? On the day of the exam or before?

It is recommended that you perform the System Readiness Check at least 24 hours ahead of time to allow time for any troubleshooting if you do not need the technological requirements.

If the installation on the computer could only be done by an employer admin, can we be sent the installation instructions early enough so we can install the program in advance?

The instructions are supplied to candidates once you have scheduled your examination with Prometric. You may also find the instructions and link to download here:
<https://www.hrpa.ca/hrdesignations/Pages/Online-Examination-Delivery.aspx>.

After downloading the ProProctor App, is the App supposed to appear on your desktop?

The application does not need to be, or appear, on the desktop, unless you create a shortcut. This, however, is not required to launch your exam.

Does the ProProctor application need to be downloaded on the day of the exam or can be done few days before?

It is recommended that you download the application and perform the System Readiness Check at least 24 hours ahead of time to allow time for any troubleshooting if you do not meet the technological requirements.

I live in a 1-bedroom condo, it's not possible to ensure that my family member will be away the whole time. What can be done?

It is highly recommended that you have an environment free of distractions to ensure an optimal testing experience. If your laptop or desktop is not in your bedroom, you may want to move it to that room to ensure a private space, as you will be able to close the door.

How do we know if our environment will be approved before writing the exam?

There is no pre-approval for the environment. You are being asked to follow the guidelines that are available in the ProProctor user guide, as well as on the HRP A website. For further information on remote proctoring, please visit: <https://www.hrpa.ca/hrdesignations/Pages/Online-Examination-Delivery.aspx>. The Prometric Readiness Agent will do an environment scan and you will be asked to remove anything from the environment that is not permitted.

My office is within a larger living area. Couches, tv, toy area - can I cover these with sheets. Can we get a pre-test environment approval?

There is not pre-test for the environment you are being asked to follow the guidelines that are available on the HRP A website at: <https://www.hrpa.ca/hrdesignations/Pages/Online-Examination-Delivery.aspx>. It would be recommended that you cover the area with sheets.

What if you have two doors in your room?

It is recommended that both doors remain closed to avoid any distractions and so that you can ensure you have a quiet space to test. If you cannot shut both doors, the suggestion is to put a curtain up.

How will the virtual whiteboard work? Is there a demo link on how to use the virtual calculator and whiteboard?

The virtual whiteboard works like the notepad feature on a Windows PC. It has no limit on the amount of characters or numbers, the window size can be adjusted and customized, and the data stays there for the entirety of your exam.

Is the proctor assignment 1:1 or do they have multiple examinees?

The proctor to exam candidate ratio is 8:1.

So, the Prometric proctor can see me but I cannot see them?

Yes. The proctor is live and observes you while writing the exam, however, you cannot see them.

Can we use earbuds? Or, do you have to have speakers?

Earbuds are not permitted. Speakers is for you to hear and be able to communicate with your proctor or readiness agent. Please have your volume level set before you launch the exam.

Does the Prometric proctor "activate" the test questions so they appear on your screen?

Once you launch the exam after you have finished all the security steps, you control the test questions and the speed at which you go through your exam.

How do you see the questions on the screen, is it 10 per page, 1 per page, does it save automatically, and when you want to review do you need to go back or there is a summary page?

The questions appear one per page and there is a summary page that will let candidates view the questions they have answered, have not answered and have flagged. Responses will be saved and sent to a secure site. Candidates can also go back and review their answers. These instructions are made available to candidates as part of the exam tutorial.

For remote proctoring are you allowed to leave the room when you take your break? Or do you need to stay in the room?

When you take a break, you can leave the room to go to the washroom. You cannot, however, access any unauthorized or prohibited items and/or materials while on your break and this includes cell phone, camera, internet, textbooks, course notes, etc. This would be considered a breach of the Rules of Professional Conduct.

For remote proctoring, can you write the exam on weekends?

There are weekend time slots available, however, they typically fill up fast and are available on a first-come, first-served basis.

You mentioned the CKE2 exam is 5 hours, but I thought when I registered for it at home, it said it's 5.5 hours?

The writing time for the CKE 2 exam is 5 hours, however, your seat time is 5.5 hours to allow time for the exam tutorial and post-exam survey.

I thought the fall exams were offered in November, but I registered for the September testing window as soon as I saw it was available. Will the CKE2 exam also be offered in November 2020 in addition to the September testing window?

The fall schedule has been revised due to COVID-19 and the final schedule is published on the HRP website. There is only one sitting of the CKE 2 exam in September. The CKE 2 exam will not be offered in November.

I have my work computers next to my personal desktop computer, is this a problem for remote proctoring?

You are only permitted the use of one monitor, so the monitor not in use should be turned off and turned around to face away from you or removed completely.

I'll be writing my exam in my office at home, behind me I have a bookshelf, is this OK?

The bookshelf should be covered so that no books and/or materials are visible.

I will be writing the exam from my bedroom. Would that be fine if I put all my study materials in the corner of the room (won't be reachable from my desk where I will be sitting)?

No, the study materials should be removed from your bedroom and put into another room and stored away. They should not be accessible at anytime during your writing of the exam.

Can I have a snack during my exam at my desk? Or would I have my snack during the washroom break?

Food is not permitted at your desk while you are writing your exam. You can access a snack on your break.

How strict is the no background noise piece? I live in a new build area and you can often hear the construction outside.

It is recommended that candidates write their exam in a private, secure space free of distractions. If there is noise outside that is beyond your control and you are away of this, you are agreeing to write under these conditions.

As a foreigner, can we use a translator?

No, a translator is not permitted for any of our exams.

Is it normal for there to be remote exam slots as late as 10:30 PM? I just want to make sure there wasn't an issue when I selected this time

Yes. There are time slots at 10:30 p.m. to allow for all HRPAs' candidates to test.

Can I have a lit candle in room?

No, you cannot have a lit candle in the room. It will be flagged on the environment scan.