



A webinar presented by the Office of the Registrar

'Remote Proctoring and Online Deliver of the CKE 1/CKE 2 and CHRP/CHRL Employment Law Examinations'

June 4, 2020

If I have already registered for an in-person exam, can I change it to online?

Yes, you can reschedule your test centre exam to remote proctoring and have it delivered online instead. This can be done on Prometric's webpage here: <https://www.prometric.com/test-takers/search/hrpa>.

The FAQ states that a calculator will be provided if it's in person, how does that work for online exam?

A calculator is provided in the exam platform itself. It is a digital calculator that you will have access to, thus, a physical calculator is not required, nor is one permitted.

Will you be offering online testing for the future exams in 2021?

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, in two-week long testing windows. HRPA is currently discussing continuing to offer its exam via remote proctoring, in addition to the option of scheduling an exam at a test centre.

Can one take the employment law exam before CKE 1?

No, candidates must first pass the CKE 1 in order to qualify to register for the CHRP Employment Law Examination.

If your internet connection cannot support remote proctoring, and you do not get a spot in a centre (or test centres do not open) for the September CKE2 and you have your prerequisite coursework expiring December 2020... will there be an extension of eligibility requirements? Or will you then have to go the alternate route to "requalify" to write the exams?

Extensions to coursework are granted on a case-by-case basis. If you are unable to write the CKE 2 in 2020, and your courses begin to expire at the end of the year, you may submit a request for a possible extension then.

Now that online/remote proctoring is available, will you consider adding more test dates in the near future?

The schedules for 2020 for all our exams have been posted online. HRPA is still adhering to its designated testing windows, even with remote proctoring. No additional testing windows will be added for 2020 with the introduction of remote proctoring.

How will you ensure that those who are taking their exams at home are not accessing textbooks, other resource material and thus gaining an advantage over those sitting the exam in person?

Candidates sign a Non-Disclosure/Candidate Agreement and the HRPA Rules of Professional Conduct. A breach of this could result in disciplinary action, as well as potentially the termination of your exam and/or invalidating your exam results. There are methods of identifying testing irregularities and misconduct through data analysis performed by psychometric services. The exam proctor has the ability to flag and document irregular behavior. The exam session will be recorded via DVR.

Could you please discuss how candidate's privacy is ensured/communicated in remote testing?

Prometric will handle your personal information in the same manner as if you were testing in a test centre. Remote proctoring is held to the same standards when it comes to privacy and security as in a test centre.

When testing remotely, candidates are on webcam from the time they launch their exam. Like a test centre environment, all interactions with Prometric staff will be recorded via DVR. The environment scan will consist of the candidate scanning the room that they are testing in, thus the Prometric Readiness Agent and proctor will be able to see what may be going on in the room.

For those of us that have children or dependents and with the absence of childcare presently will considerations be made if we choose remote proctoring and need to step away during the testing period.

In order to be able to test remotely, distractions must be limited. If you are the sole caregiver for someone in your home, and you are required to leave the room, or if they must come in to the room you are testing in, remote testing may not be the most optimal option for you, and you may want to consider testing in a test centre instead.

If we take the exam at a test centre, can we wear a mask?

Masks are currently required in order to test at a Prometric test centre in Ontario. Masks are not supplied by Prometric.

How many people are the online invigilators watching at the same time? What is the ratio?

The ratio of candidates to proctors for remote proctoring is up to 1:8.

How do we show our ID on the computer?

Candidates will display their government-issued identification in front of their webcam so that an image can be captured.

When I wrote the CKE2 Exam at the test centre, we were given a piece of paper as well as pencil which can be used for calculation and jotting down points. Will this be allowed for the remotely proctored exam?

Scrap paper and a pen/pencil are not permitted if you are testing remotely. These are only provided when writing at a test centre.

I have a desktop computer with a built-in camera, do I need to buy an external camera?

No, if your desktop computer or monitor has a built-in webcam, you are not required to purchase an external webcam, if it works.

Can you remind me how long the CKE 1 is?

The CKE 1 is three and a half hours in length.

If taking the exam remotely, is it possible to conduct a technical requirement check prior to the exam date, in order to ensure everything is working properly? What happens in the event of a technical difficulty? Is the exam forfeited? Will there be an option to reschedule? If so, will there be a cost to this?

It is recommended that the system requirement check is performed at least 24 hours prior to your scheduled exam, to address any technical issues ahead of time. If technical issues occur during your exam, or you are unable to launch the exam on test day, you may have the option to reschedule your exam in the same testing window, depending on the remaining availability. A rescheduling fee of \$50.00 + HST may be charged; this will be determined on a case-by-case basis.

I am a single parent and may not be able to have an additional person in my house to be with my 10-year-old. In case he enters the room and I must tell him to leave, will I be punished by termination of my exam?

In order to be able to test remotely, distractions must be limited. If you are the sole caregiver for someone in your home, and you are required to leave the room, or if they must come in to the room you are testing in, remote testing may not be the most optimal option for you, and you may want to consider testing in a test centre instead.

Do test centres offer childcare?

Prometric test centres do not offer childcare/daycare services.

The timeline for CHRL Employment law is 3.5 hours or 4 hours? How long ahead we should login?

The CHRL Employment Law Examination is three and a half hours long. It is recommended that you launch the exam software 15-30 minutes prior to the scheduled start time to ensure there are no technological issues, as well as begin the environment scan with the Prometric Readiness Agent.

Is it permitted to have your laptop connected to a monitor (no docking station, just connected to a larger monitor)?

You may have a monitor connected to your laptop if you need a bigger screen. The laptop must be in the closed position, however. Candidates are not permitted to more than one monitor.

The confirmation number is very long. Are we expected to memorize it since we are not allowed any paper on the desk? Wouldn't it make more sense to use our membership number instead of the exam confirmation?

You are not required to memorize the Confirmation Number. You may have a printout of the Confirmation Number that you can refer to in order to launch the exam. The printout will have to be placed away from your workspace as access to paper is prohibited during your exam. HSPA does not control the information Prometric uses for candidates to launch their exams.

Should the webcam on the laptop be working during the exam?

Yes, candidates must always have a working webcam on during their exam.

At the test centre, earplugs are provided to candidates who want them. During the remotely proctored exams, are we allowed to wear earplugs?

Earplugs are not permitted if you are writing your exam remotely. Earplugs are provided by Prometric in a test centre to limit any potential noise distractions. With remote proctoring, your testing space should be quiet, and being alone in the room is a requirement.

What if there is an interruption due to a Wi-Fi failure or any other reason? Can we resume the exam from where we left? Will all the previous answers be already saved? And do we lose time in such a scenario?

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.

You keep referring to "home". Just confirming: can I write in my work office?

Yes, you can write your exam in your home or your office as long as you can meet the technical requirements as well have a secure, private space to test without disruptions.

If we scheduled an exam at a test centre and at the exam date the centre was closed due to COVID-19, will we be able to write the exam online at the same time and date?

Yes, you can write the exam online if the test centres were to close, however, the same time and date cannot be guaranteed as it would be subject to availability.

How much notice is required from switching from a test centre to remote testing?

You are required to adhere to the published timelines required for rescheduling/cancelling your exam. If you are cancelling or rescheduling your exam less than 30 calendar days from your scheduled appointment time, you will be subject to the \$50.00 + HST rescheduling fee, which is payable to Prometric.

Is this the last CKE exam for the 2020 year? Are there any additional exams in December?

The CKE 1 and CKE 2 are being offered in September of 2020 and there are no exams scheduled for December. Exams will resume in 2021.

Is there iPad support for remote proctoring?

if you are testing remotely you are required to use a desktop or laptop, as remote proctoring does not support the use of an iPad. If you do not have a desktop or laptop, you will not be able to test using remote proctoring.

Suppose we choose to give the exam in a test centre, what happens if by September the testing centre is still closed? Are we automatically switched to the online exam?

Prometric will contact the affected candidate(s) and provide them with the option to either reschedule to remote proctoring or withdraw from the exam completely.

When is the soonest we can do the computer readiness check? Do we have to be registered first before performing the readiness check?

You can perform the system readiness check at any time and are not required to be registered to conduct the check. You can use the following link to perform the system readiness check:
<https://rpcandidate.prometric.com/Home/SystemCheck>.

For the CHRL Law Exam, it was mentioned that we will have employment legislation access. Will we be required to navigate through different sections and acts?

You will have access to three pieces of federal and seven pieces of provincial legislation during your writing time for the CHRP and CHRL Employment Law Examinations. Candidates will be required to navigate through the different pieces of legislation, which is available on our website in the exact same format and version that it will be available to you during the exam so that you can familiarize yourself with the layout.

Was it mentioned that results for the CHRL law exam will be provided 3 weeks after taking the exam?

Yes, the results for the CHRP and CHRL Employment Law Examinations will be released to candidates within 2-3 weeks' time from the last day of the testing window, by email.

Is remote proctoring available even if you are not in Canada?

Yes, remote proctoring is available worldwide.

For remote proctoring, will breaks be allowed and how will they function? Are you able to leave the room to use the washroom?

You are permitted 1 unscheduled break at any time during the exam if you are writing the CKE 1 or the CHRP/CHRL Employment Law Exam and 2 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.

If I'm not able to renew my ID before the exam date will that prevent me from writing the exam?

Yes, as you are required to valid photo identification that has not expired. We recommend that if you need to renew your ID that you do so in advance, so that you will not encounter any issues when writing your exam.

When you submit the answer to a multiple choice, are you able to go back and double check or change your answers before submitting the finalized exam?

Yes, you can go back and review questions and change responses before you submit your finalized exam. This functionality has been built into the platform that delivers the exams.

Is there a maximum number of registrants for the exams like CKE 2/Employment Law?

There are no minimum or maximum number of registrants for any of the HRPA certification exams.

Will there be a person monitoring the test exam at a centre or is it AI like the remote testing?

The exam is monitored by a live proctor and the session is recorded via DVR.

Since there are more students taking the testing due to online testing will the weighted marking change?

No, the way in which the exam is marked remains the same. It is not affected by the number of candidates taking the test.

Will we be able to take CHRP Employment Law Exam in October right after taking CKE 1 in September? Given that we pass the CKE 1?

Yes. If you pass the CKE 1 in September, you can write the CHRP Employment Law Examination in October. If you do not pass the CKE 1 in September, you will be required to re-write the CKE 1 as you need to have passed it to be eligible to write the CHRP Employment Law Examination.

When I registered for the CHRP ELE, the Prometric times offered for Eastern Time were reflected as GMT-5 (Standard Time). Eastern Daylight Time is GMT-4. Can you kindly clarify this discrepancy?

There is no discrepancy as the scheduling system adjusts for the difference in time on the back end, so your exam was booked in GMT-4 Eastern Daylight Time.

Does the proctor have access to my computer?

No, the proctor does not have access to your computer as permission is required. You are not required to provide permission to have the proctor access your computer. It is a one-way connection.

Will there be a chat with the proctor available during the exam in case of some emergencies?

Yes, 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.

How many candidates can you accommodate at the test centre, in the instance you open testing centres for the July/Sep window?

There are no exams in July as the spring series of exams have been cancelled. All test centres are operating at 50% capacity due to social distancing rules that are currently in place and until such time as these restrictions are lifted this will remain in effect.

Is the irregular behaviour identified by the system or remote proctors?

The irregular behaviour can be flagged by the proctors, as well can be detected by the system. The analysis of data by psychometric services can also determine misconduct and/or irregular behaviour.

What happens if we finish the exam before the 5-hour mark?

Once you complete your exam you can sign off and leave the testing environment.

Is there any change to the format of the CKE1? Is it still 150 multiple choice?

The format for the CKE 1 and CKE 2 remains the same, there is no change in format. The CKE 1 has 175 multiple-choice questions and the CKE 2 has 250 multiple-choice questions.