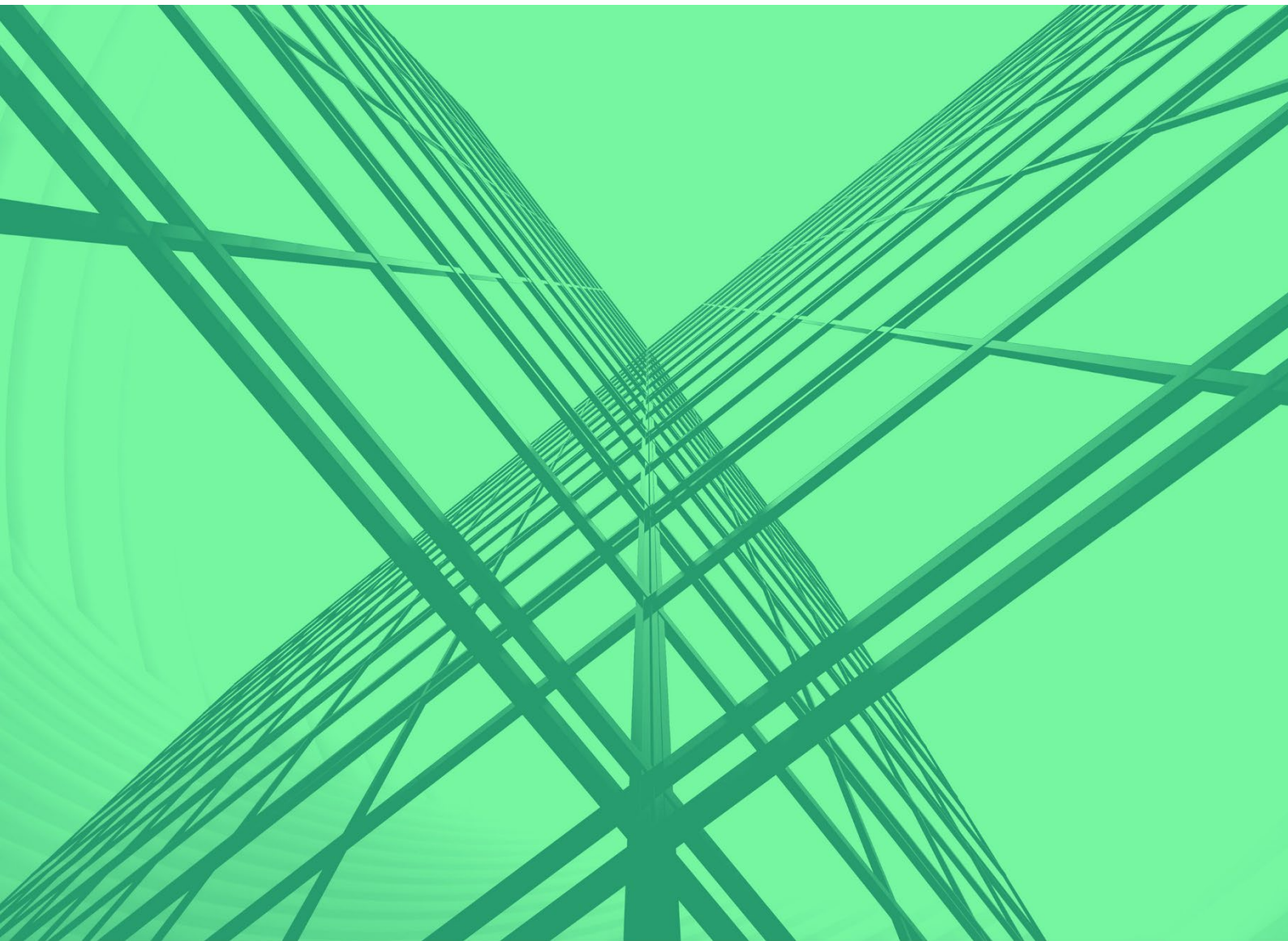


Certificate in Structural Behaviour

Protocol for remotely invigilated exams

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Please ensure that you read this document thoroughly. It is your responsibility to ensure you understand, are familiar with, and can adhere to these regulations and protocols. Failure to do so may result in your exam being terminated, or the results not being issued to you. If you have any questions regarding the content of this document please contact the Examination and PRI team: exams@istructe.org

Candidate checklist

1. Computer requirements:
 - ▶ Laptop / computer with 4GB of ram (no chrome books, tablets or surface pro)
 - ▶ A Windows v7.0+ or Mac10.8+ operating systems
 - ▶ Intel Core i3 (or equivalent) and 4GB RAM
 - ▶ A working webcam that can be used to scan the room, microphone and speakers
 - ▶ Internet connectivity with continuous internet speed of a minimum of 516kbps
2. Before your exam please ensure that you have downloaded the TestReach application.
3. Make sure that you complete the exam Tutorial. This is available within the TestReach app once you have signed in, and you can take it as many times as you want.
4. You must ensure that you have your TestReach user information with you on the day of the exam – your username and password.
5. You will be asked to show a form of photographic ID to your supervisor, such as a passport, driving licence or national ID card.
6. You must not be interrupted during the exam. Please make sure that your room/space is private and well lit.
7. Your supervisor will ask you to scan the room for a 360° view of the space using your monitor/webcam.
8. Ensure that your computer area is free of all clutter and unauthorised materials.
9. Your mobile phone should be turned off and put out of reach once you are connected with your supervisor.
10. You need to be able to hear the supervisor, so ensure you have headphones if you are in a room with other people. You are not permitted to wear wireless earphones/headphones.
11. You should not have a second monitor on your desk or within reach.
12. You are allowed to have water/drinks with you during the exam, but your supervisor will ask to see such items.
13. This is an open book exam so you are permitted to have written materials with you. Your supervisor will ask you to hold up each book/document to the camera before your exam starts.
14. You are allowed to have a calculator with you for the exam, but this cannot be a calculator on a smart phone. A calculator is also available within the test window.
15. Ensure you have pen/paper with you for any notes or working out that you may need to do. The supervisor will ask to see these notes when the exam is completed.

16. You may not move around the test site, i.e. no wandering around the room. You need to remain in the webcam viewing area, visible to the supervisor, at all times.
17. Ensure that you do not block the webcam at any time during your exam.
18. No smart watches are allowed. You will be asked to show your wrists to the supervisor and remove any such items if necessary.
19. There are no comfort breaks allowed during this 2-hour exam.
20. Please behave in a suitable manner towards the supervisor, comply with any procedural requests, and respond to all validation questions.

If you have any difficulties logging on for your exam please contact:

+353 (1) 6991385 or send a message via this webpage:

<https://www.testreach.com/candidate-support.html>

Validation protocol for candidates

Introduction

To help you understand what to expect when you sign in to take your exam, the information below describes the validation protocol and the steps that the trained supervisors will take to verify your identity and to ensure that your test environment is secure.

Prior to the Exam

- ▶ You will receive an email from TestReach with login details with the subject 'TestReach New Account'. If you cannot find this email, please check your spam folder. You will need to have your username and password to hand on the day of your exam.
- ▶ You are advised to take the Test Tutorial which guides you through taking an exam on TestReach and includes sample questions to ensure you are familiar with the format of the exam. We suggest that you go through this tutorial as many times as you need. Once you have logged in to the TestReach app you will be able to see the tutorial – click Enter to access it.
- ▶ Your exam will need to be booked at least five days in advance of when you want to sit it.

Day of the Exam

- ▶ You are advised to be in your chosen exam location 20 to 30 minutes before your scheduled exam start time in order to login, enter the exam and go through the system checks. 15 minutes before your exam start time, the 'Connect to Supervisor' option will activate and you can click on this to commence your pre-validation process.
- ▶ If you experience in problems connecting or signing in you can contact TestReach directly on +353 (1) 6991385 or send a message via this webpage: <https://www.testreach.com/candidate-support.html>
- ▶ You will be permitted to commence your exam up to 30 minutes after the scheduled start time, however, you will not be given additional exam time to make up for the delayed start. If you have not connected within 30 minutes of the scheduled start time your session will time-out and you will not be able to sit the exam.
- ▶ When you have logged in to the exam and selected the 'Connect to Supervisor' option please be aware that the connection may not be immediate, but the supervisor will be aware that you are ready to start your exam. You will see a connection timer on the screen – this will not affect the time you have available to take the exam.
- ▶ Once you are connected to a supervisor they can immediately see your desktop/screen, and they can see and hear you via your webcam and mic.
- ▶ You will not be able to see your supervisor, but you can talk to them via your mic, or type a question in the chat box.
- ▶ The supervisor will take you through the pre-validation process before you can begin the exam – details below.

Authentication/validation process

- ▶ The supervisor will take you through the pre-validation process before you can begin the exam – details below. The supervisor will ask you to show your photo ID to the camera. This can be a passport, driving licence, national ID card, or equivalent.
- ▶ You will be asked to pan your webcam around the room to get a 360° view of your exam environment. This is done to ensure that there is no second monitor/computer accessible within the room, and that any phones have been put out of reach.
- ▶ You will be asked to scan your desk with the webcam, including under the desk. This is to make sure that there are no phones etc nearby.
- ▶ Your supervisor will ask you to hold up any notes or textbooks you have with you. You will also be asked to show any other items you have to hand, such as a bottle of water/drink.
- ▶ You will be asked to hold up your wrists to the webcam so that the supervisor can check that you are not wearing a smart watch. If you are, you'll be asked to take it off and move it out of reach.
- ▶ The supervisor will talk to you during this validation process and will advise you what to do if there are any unauthorised items in the test area.

Monitoring protocol

1. During the entire exam you will be monitored by the supervisor via your webcam. The supervisor will also monitor audio feedback via your mic to ensure that there is no verbal communication from any outside source.

The supervisor will be able to:

- ▶ See you at all times via your webcam
 - ▶ See your screen
 - ▶ Use the chat box to communicate with you
 - ▶ Hear you at all times, and talk to you when required
2. Before your exam please ensure that you have downloaded the TestReach application. When monitoring the exam, the supervisor will watch the screen at all times. They will be checking for eye movement, head movement and hand movement, as well as talking/mouthing or other indications of external communication.
 3. If the supervisor notices any behaviours that are outside the norm they will send you an instant message via the chat box, or they will talk to you to ask you to refrain from the behaviour.
 4. The list of infringements, minor and major, are shown in the next section. The supervisor will log all infringements.
 5. The supervisor will give two time warnings during the exam – one with 30 minutes to go, and one with 5 minutes to go before the end of the exam.

Infringement guidelines

Minor infringements

This is deemed to be something that is a low-level exception. Minor infringements may not compromise the test and can be rectified immediately; however, they are all logged:

- ▶ Leaning out of view of the webcam.
- ▶ Blocking the webcam.
- ▶ Commencing hand movements that could be interpreted as sign language.
- ▶ Glancing at other areas of the room that the supervisor cannot see (in this instance, prior to raising an infringement, the supervisor will ask you to pan the room and the particular area to check).
- ▶ Behaving in an unsuitable manner to the supervisor.
- ▶ Not removing objects that are deemed interactive, such as smart watches.
- ▶ Not agreeing or responding to the validation questions asked by the supervisor.

Major infringements

A major infringement is one that is deemed a medium level exception. They may not compromise the test and can be rectified quickly with the candidate during the test. Any infringement will be logged by the supervisor:

- ▶ Not agreeing or responding to the validation questions asked by the supervisor
- ▶ Accessing (or trying to access) another site when online.
- ▶ Leaving the test area for any reason.
- ▶ Communication of any sort with a third party.
- ▶ Use of a mobile phone in the test area after the exam has commenced.

Any behaviours that could be interpreted as an infringement (including exceptions that may not be listed above) will be recorded. The supervisor will alert you to the infringement and will try to resolve it during the exam. The recording of the infringement can be reviewed later. The Institution will be informed of any infringements that may affect the integrity of the exam result and if necessary the exam attempt could be invalidated.