

EXAMS UNDER ONLINE REMOTE PROCTORING ENVIRONMENT

Step-by-step process for CFAP, MSA and CAF Examinations

1. Practice Test and pre-exam system checks

- (i) To get the students familiar with the remote proctoring environment, a Practice Test has been set. Examinees will receive an email invite for the Practice Test four days before the commencement of the forthcoming examination from no-reply@talview.com. The email will contain instructions on running the Practice Test.
- (ii) The Practice Test replicates the hardware, identification and environment checks and hence will help examinees to check if their computers, smartphones and associated devices are geared up for the live exam. However, it cannot assess whether the examinee's computer meets the minimum technical specifications or internet bandwidth.
- (iii) The Practice Test will not contain any paper or questions. Practice Tests containing examination papers have been uploaded separately.
- (iv) Examinees may attempt the Practice Test multiple times. They are advised to contact the Examination Department through email at examinations@icap.org.pk or phone number at 0345-2130686 if they face any difficulty while running the Practice Test.

2. Email invite for the actual exam

- (i) Examinees will receive another email two days before their scheduled examination from no-reply@talview.com containing a Unique Link and Verification Code for the actual exam. Examinees are advised to keep this email confidential and should not share it with anyone.
- (ii) Examinees are advised to make use of the Unique Link and Verification Code on their examination day at the designated time to connect with the proctoring application.
- (iii) Separate emails will be sent to the examinees for each paper in which they are appearing. Examinees appearing in more than one paper are advised to carefully use the relevant email for each paper to connect with the proctoring application.
- (iv) Examinees are advised to check their Junk/Spam email folders as well, in case, they do not see the email from no-reply@talview.com in their inbox.
- (v) In case, no email is received from no-reply@talview.com two days before the scheduled exam date, examinees are advised to contact the Examination Department at examinations@icap.org.pk or at phone number 0345-2130686.

3. Preparing the exam place

Examinees are advised to ensure that the following are **in accordance with the requirements specified by ICAP** in the 'General and Technical Requirements' (GTR) document at least one day before the scheduled exam:

- (i) Setup of the room, selected for taking the exam, is in alignment with the specific requirement.
- (ii) No additional monitors and computers are present in the room.
- (iii) Arrangement to set the smartphone camera in a position as described in the GTR document.
- (iv) Electricity and internet requirements are duly complied with.

4. On the Exam day – get started

- (i) Examinees are expected to dress in casual/smart casual/business/business casual attire. They must present a clean, professional appearance. Revealing clothing such as shorts is not allowed.

- (ii) The examinee must ensure that the exam room, computer, internet and electricity connections are available as explained above in 'Point 2: Preparing the exam place'.
- (iii) All examinees must keep the following documents readily available:
 - a. Admit Card issued by ICAP
 - b. Registration Card issued by ICAP
 - c. Computerized National Identity Card (CNIC) / Passport
- (iv) The smartphone must be fully charged. It is advisable to keep a phone charger handy.
- (v) Please note that check-in time starts 15 minutes before the scheduled start time of the exam.
- (vi) If examinees face any problem(s) during the setup process, they can use the chat panel that is located at the bottom right corner of the proctoring tab.
- (vii) Any software and applications such as Email, Messenger, Facebook, WhatsApp, etc. should not be running on the computer to be used for taking the exam.
- (viii) Examinees must complete the check-in process and log on to the exam application within 15 minutes of the scheduled commencement time of their exam. Failure to complete the check-in process by 09:15 am Pakistan time may debar them from taking the examination and mark them as 'Absent'.
- (ix) Once logged in to the examination system, examinees are not allowed to leave till one hour has passed from exam commencement time. Examinees leaving the examination system before such time will be considered as 'Absent' and their results will be processed accordingly.

5. Connecting with the proctoring app

- (i) At the check-in time, mentioned on the Admit Cards, examinees will be required to click on the unique link received to them in the email received from no-reply@talview.com. This will connect them to the proctoring application. Close the email tab as soon as the proctoring application is connected.
- (ii) After the Verification Code has been successfully verified, examinees will be requested to grant the proctoring website permission to access the camera and microphone on their computer. Subsequently, they will be prompted to enable sharing of their 'entire screen'. Once this step is completed, the Proctor will gain visibility into the screen of the examinee's laptop.
- (iii) The examinees will be required to turn on airplane mode on their smartphone and activate the WiFi. The proctor will be monitoring them during the whole process.
- (iv) After successful screen sharing, the system will ask to add a smartphone as a secondary camera. For that examinees will have to scan a QR code visible on screen using their phone camera. In most smartphones, QR code reading apps like Google Lens are already installed. The Google Lens application can, however, be installed from the Play Store for Android phones and the Application Store for iPhones.
- (v) After connecting the smartphone with the proctoring system, examinees will be required to activate the vibration mode on their smartphone and place it beyond their arm's reach, as explained in the GTR document, so that the proctor could see them in the mobile video feed along with their laptop/desktop surroundings.
- (vi) Except for the smartphone which is connected to the proctoring application, examinees are not allowed to keep any other phone with them during exams.
- (vii) The Examination admin team may communicate with the examinees on their smartphone, if needed, from numbers mentioned in para 11(ii)a. Attending phone call(s) or reading/listening message(s) from any other number during the examination is strictly prohibited.

6. Identity verification and the environment check

- (i) Upon successful sharing of the screen and connectivity of the smartphone with the proctoring app, each examinee will be required to upload an image of the admit card, issued by ICAP, either by capturing it using the webcam or by uploading it from his/her computer.

- (ii) Each examinee will be required to photograph himself/herself through the proctoring application.
- (iii) The proctoring application will then test the microphone of the examinee's system.
- (iv) Examinees will then be required to record and upload the video of their surroundings including a 360° room check using their webcam.
- (v) Upon completion of the hardware, identity (ID) and environment checks, the examinees have to wait until their checks have been approved by the Proctor. They must raise a phone call request through Proctor's chat panel if the approval is not done within 10 minutes.
- (vi) Items such as whiteboards, calendars, etc. on the wall with any writing on them, may be inspected by the Proctor during the process of approval.
- (vii) The Proctor may ask the examinees to show their:
 - a. ears using the smartphone camera;
 - b. calculator, if any;
 - c. books, in case of open book examination;
 - d. pages for rough work; and
 - e. CNIC or ICAP's registration card.
- (viii) Please note that if the environment (room) does not pass the scanning test, the Proctor will not permit the examinees to take the exam.
- (ix) Upon successful verification of ID and the room scan process, the examinee will be allowed to take the exam.
- (x) In case the examinee's ID is not verified, the examinee's ID will be blocked in the system and he/she will be marked as 'Absent'.

7. Calculators

- (i) Examinees are allowed to use external calculator provided it is included in the list of permissible calculators issued by ICAP.
- (ii) Examinees will be required to show their calculators on the webcam before the start of the exam.

8. Pen and paper

- (i) Pen and paper can be used for rough work.
- (ii) Any rough work made on paper cannot be uploaded to the exam software for marking.

9. Permissible books

- (i) Examinees are allowed to keep and use only those books which are permissible under ICAP's open book policy.
- (ii) Examinees will be required to show each book to the proctor using webcam before start of the exam.

10. During the exam

- (i) Upon successful completion of check-in process, examinees will be allowed to log on to the exam application by clicking 'Start Session' button within the proctoring application.
- (ii) Besides the Start Session button, there is an 'End Session' button. Please beware, pressing this button will terminate the exam and re-login to the exam will not be possible.
- (iii) Please do not 'refresh' your browser during the exam. In case an examinee refreshes the browser, he/she will have to go through the system, ID and environment checks again.
- (iv) Please note that:
 - a. breaks are not allowed during the exam. However, in order to answer the call of nature, the examinee should mention the time of leaving and returning back to the room in the proctor's chat panel. Leaving the room without information will be considered as use of unfair means and will attract disciplinary action(s).

- b. smoking and/or eating during the exam is not allowed.
- c. no one is permitted to enter in examinee's work area for any reason.
- d. examinee is not allowed to speak to anyone during the exams except with the Proctor.
- (v) Drinks are permitted in clear, unmarked glass/bottle only.
- (vi) If examinees face any problem(s) during the exam they can use the chat function of the application to communicate with the Proctor. The chat panel is located at the bottom right corner of the proctoring application.
- (vii) Examinees are required to keep their smartphones beyond arms' reach. In case of need, the exam admin team may communicate with the examinees on their smartphones using numbers mentioned in para 11(ii)a. **Attending phone call(s) from any other number during the exam is strictly prohibited.**

11. Exam connectivity and associated issues

Disconnection due to electricity, internet or associated issues

- (i) Examinees will be allowed an unlimited number of reconnects.
- (ii) If an examinee is not able to reconnect within five minutes, the Proctor will help him/her to reconnect through call or standard messaging. In case of no response from the proctor, immediately contact the Examination Department through the following designated cell numbers or email address:
 - a. Cell numbers: +92 345 2130686, +92 317 2331761 and +92 317 2331762.
 - b. Email address: proctorexam@icap.org.pk (*This email address is activated for live support during exams only*)
- (iii) Each examinee will be required to go through ID verification and environment scan checks after each reconnect.
- (iv) ICAP cannot be held responsible for failure to connect to the exam due to any issue with the examinee's computer, smartphone, electricity, internet or any other associated issue(s) that may surface at the examinee's end. While appearing in exams in a remote proctoring environment it is the responsibility of the examinee to meet all examination requirements as specified in the GTR document.

Disconnection due to application malfunctioning

- (i) If the disconnection arises due to exam application and if the problem is resolved within a maximum of 15 minutes, the affected examinees will be given additional time to complete their exam which will not be less than the time wasted during problem resolution.
- (ii) If the issue remains unresolved beyond 15 minutes, despite escalation to the next tier of support, the examinee may be allowed further additional time. But the allowable time shall in no case be more than 30 minutes.

Exam suspension due to the use of unfair means

- (i) The Proctor may suspend the exam if an examinee is found accessing any website except no-reply@talview.com, Assessment Master and his/her email account to contact ICAP. Any such action will be considered as the use of unfair means and will attract disciplinary action(s).
- (ii) The exam may be suspended if an examinee is found whispering/speaking on webcam or making suspicious actions/moves.
- (iii) The exam may be suspended if video streaming of webcam or smartphone or screen sharing is stopped for more than 3 minutes.

12. Completing the exam

- (i) If examinees complete their exam well before permissible time, they may click on the 'Logoff' button to end their exam.
- (ii) The logoff button will appear when an examinee clicks on the next page icon (➤) from the last question page. The back button will also appear on the same page. If the examinee decides to go back to the exam he/she will need to click on the Back button instead of the Logoff button.
- (iii) Once the logoff button is clicked, the examinee cannot be allowed to reenter the exam site.
- (iv) The system will automatically end the exam and log off the examinee as soon as the permissible time for exam is over.

13. Exam result

- (i) Exam result will be declared on the scheduled date announced by ICAP.