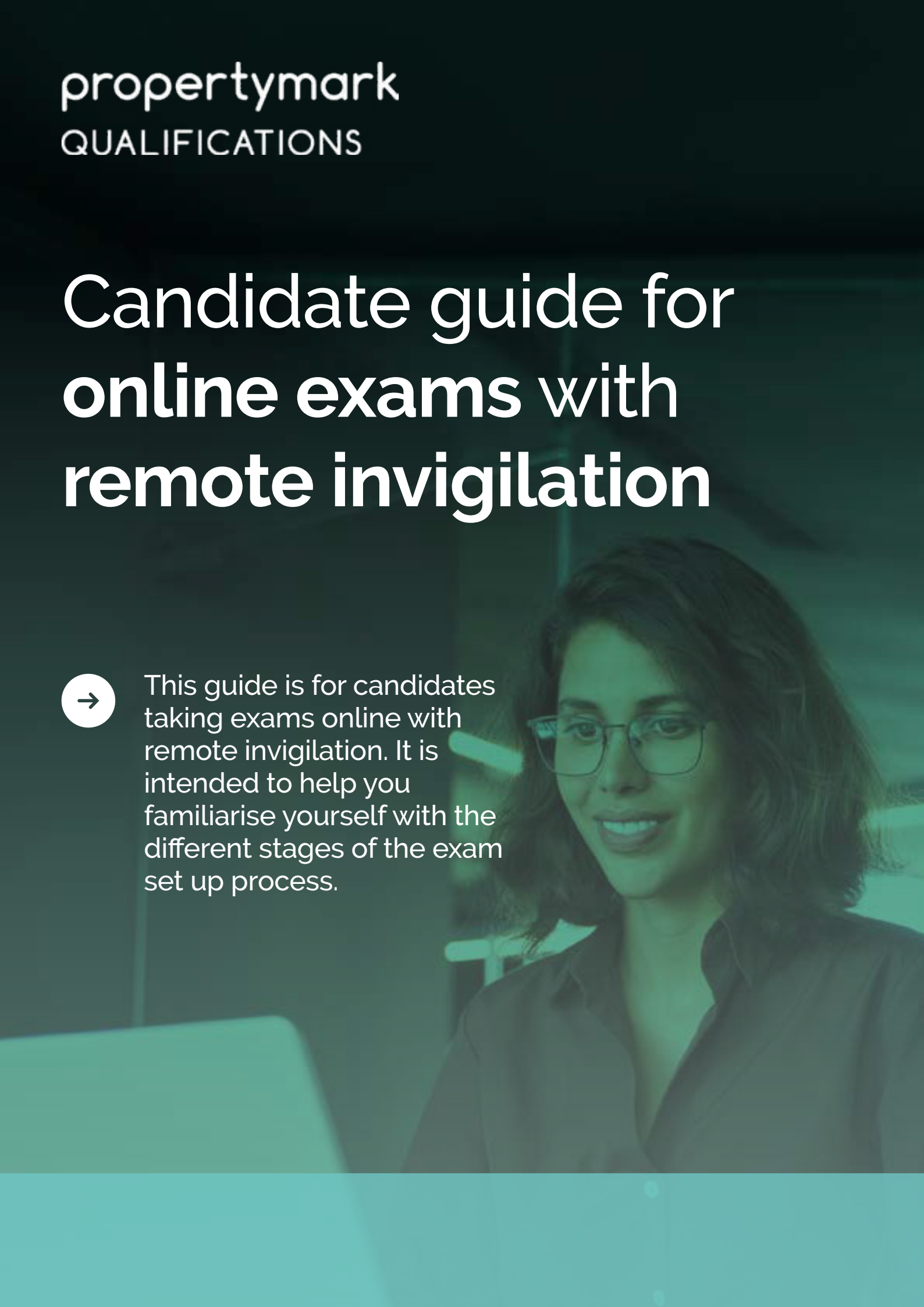
propertymark
QUALIFICATIONS

Candidate guide for **online exams** with **remote invigilation**



This guide is for candidates taking exams online with remote invigilation. It is intended to help you familiarise yourself with the different stages of the exam set up process.

SECTION 1

Before the examination

Check that your equipment meets the Equipment & System Requirements

The Equipment and System Requirements for Online Examinations with Remote Invigilation sets out the minimum requirements which must be met to sit exams online with remote invigilation. You can get this document from your training provider. You will need a suitable PC (e.g. laptop or desktop with webcam), mobile device and access to the internet. You should familiarise yourself with the minimum requirements as soon as possible.

Recommended

It is recommended that you use a personal laptop/ desktop for your exam. Work laptops or devices may have restricted access and admin rights installed. This may cause issues when trying to access the ProctorExam platform. If you do intend to use a work laptop or device, check with your IT department to make sure there are no issues accessing the ProctorExam platform.

Wi-Fi/Internet Connection

In preparation for your exam, check where your Wi-Fi connection is strongest. Ideally you should ensure that the room in which you will take the exam is where the connection is strongest.

Alternatively, if your Wi-Fi signal is not strong or stable enough, you may use an ethernet cable to connect your device directly to your router.

If you will be sitting your exam in a house you share with other people, you are encouraged to ask other members of your household to limit their internet use during the exam, for example, avoiding streaming services, video conferencing calls or large downloads

Room set up

The room in which you choose to sit your exam must be well lit. As remote invigilation involves you being monitored by the cameras on your PC (laptop/ desktop) and mobile device, you will need to be clearly visible throughout the exam.

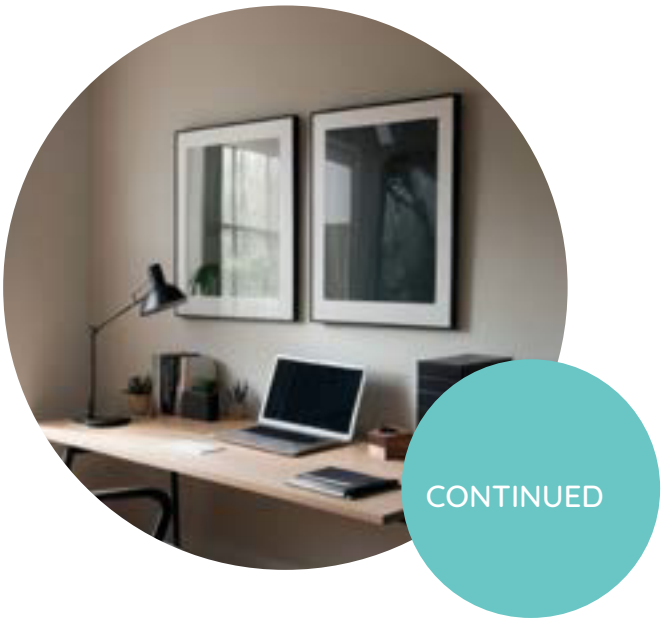
If your chosen location is near a window, ensure that light from the window does not prevent you from being visible on your PC screen (laptop/desktop).

You will need a chair and a table or desk which has been cleared of all personal items other than the device you will be using (laptop/desktop). You should not take the exam with your device balanced on your knee or sitting on a sofa or bed.

You must have a power socket within reach so you can plug in the devices you are using (e.g. mobile device, laptop) to ensure that they do not run out of battery.

The room may contain other furniture; however, you must ensure that there are no personal items which are not permitted in the exam, for example, textbooks on a bookcase or table, revision notes stuck on walls. You are not permitted to open drawers, cupboards, or similar items of furniture during your exam.

If you are using a room at your place of work, you must ensure that you have your employer's permission. The room must meet the requirements set out above. You should also ensure that you will not be disturbed for the duration of your exam.



CONTINUED



Position your mobile device in order that it can continue to film you whilst you are taking your exam. The device should be positioned to the side of you, far enough away so that it can record what you are doing during the exam. You need to ensure that you can plug it in and that you can prop it up effectively so that it will not fall over. As stated above, check that any light source in the room does not prevent you being seen clearly at all times.

IT IS RECOMMENDED THAT YOU SIT A PRACTICE TEST IN THE ROOM YOU PLAN TO USE SO YOU CAN CARRY OUT A TRIAL RUN IN ADVANCE OF THE LIVE EXAM. ASK YOUR TRAINING PROVIDER FOR LINKS TO PRACTICE TESTS.

Set up your PC

Whilst you will be required to carry out a system check, following receipt of an email from Propertymark Qualifications PMQ at least one week before your exam, we strongly advise that you do the following as soon as possible:
Ensure you are using the latest version of Google Chrome. To check if you have the latest version of Google Chrome:

- On your computer, open Chrome
- Click on the menu in the upper right corner next to the website address bar (the icon with three vertical dots)
- Click on 'Help'
- Click on 'About Google Chrome' which will then show your latest version and if it is up to date or not

To update Google Chrome:

- Click on the menu in the upper right corner next to the website address bar (the icon with three vertical dots)
- Click Update Google Chrome. If you don't see this button, you're on the latest version (this may update automatically if you are not on the latest version)

Allow pop-ups for ProctorExam

- Type chrome://settings/content into the address bar and press Enter
- Select Pop-ups and redirects from the Content Settings screen
- In 'Allowed to send pop-ups and use redirects', click 'Add' and enter https://surpass.proctorexam.com

Install ProctorExam extension/plugin within Chrome to allow screen sharing:

(please also ask your training provider for advice and guidance on disabling Chrome Extensions that may interfere with the exam platform.)

- Type in https://chrome. google.com/webstore/category/extensions
- Search for ProctorExam Screen Sharing
- Click on 'add to chrome'
- Click on 'add extension'

Ensure background notifications for other applications are turned off. In order to do this, please follow the steps below:

WINDOWS 10

- Click on the Start menu (Windows key)
- Click on Settings (Cog wheel icon)
- Click on 'System'
- Click on 'Notifications & actions'
- Under the section 'Get notifications from these apps', turn off any application notifications that may run in the background e.g. Mail application

WINDOWS 11

- Click on the Start menu (Windows key)
- Click on Settings (Cog wheel icon)
- Click on 'System'
- Click on 'Notifications'
- Switch Off 'Notifications – Get notifications from apps and other senders'
- Switch On 'Do not disturb – Notifications will be sent directly to notification centre'
- Click Update Google Chrome. If you don't see this button, you're on the latest version (this may update automatically if you are not on the latest version)

MAC (OS)

- Click on the Apple menu (Apple icon)
- Click on 'System Preferences...'
- Click on 'Notifications'
- For any applications that may have notifications running in the background, select these, and then select 'None' under the alert style in the right panel of the Notifications screen.

Download the ProctorExam App onto mobile device

In readiness for the exam, ensure that you download the ProctorExam App onto your mobile device. This device will be used to conduct the environment check and record you taking your exam. You do not need to do anything further with the ProctorExam App at this point. The App will ask you to scan a QR code which will be provided on the day of your exam as you go through the set-up process. It is not available in advance of the exam.

Carry out system check

You will be sent a system check email at least one week before your exam. If you have not received the email, please check your junk or spam folders, alternatively search for the email address or subject line. Follow the instructions on how to perform a system check to ensure your laptop or desktop is set up and ready to go.

Please ensure you run your system check as soon as possible after you receive the email (ideally within 24 hours and at least 2 days before your exam) to avoid any unwanted problems on the day of your exam. Once you click on the system check link in the email, you will be given simple instructions on how to complete the checks. If you encounter any technical difficulties, you will be able to access online chat support, via the question mark icon.

Please contact your training provider if you have not received your system check email six days before your exam.

IMPORTANT

You must carry out the system check on the devices you are going to use for the exam and must disconnect any other screens from your laptop or desktop if you usually use a second screen.

Email with link to your exam

Approximately 3 days before, an email will be sent containing the link to your exam. Please check your junk or spam email folder. Read the information carefully to ensure you are prepared. You are not required to do anything further with this email until the day of the exam.

ID

You will be required to show valid ID when you take your exam. Prior to the exam, check the list of ID which PMQ accepts, as set out in the Examination Regulations, to make sure your physical ID will meet PMQ requirements. Photos or copies of IDs are not permitted. The name on your ID must match the name with which you are registered for the exam. If you cannot meet the ID requirements, contact your training provider as soon as possible.

Examination Regulations – Online Exams with Remote Invigilation

In advance of the exam ensure that you read and understand the Examination Regulations – Online Exams with Remote Invigilation so that you do not breach these regulations when you take your exam.

SECTION 2

Day of the Exam

Be prepared

Ensure that you have everything ready for the exam as follows:

The room is set up as described above and there are no unauthorised materials on bookshelves, walls, tables etc.

You have disconnected any second screens.

You have your ID to ready.

You have told anyone you share your house with (if you are sitting at home) that you are not to be disturbed and, where possible, to avoid internet use, in particular streaming services, video conferencing calls and large downloads.

You have told your colleagues that you must not be disturbed, if you are sitting at work. It is advisable to put a Do Not Disturb notice on the door of the room.

You have your mobile device with the ProctorExam App downloaded and your charger ready.

You have your laptop or desktop and charging cable ready.

Clothing, watches, headphones, calculators

You should avoid wearing clothing with the ability to hide materials i.e. hooded jumper. Hats or head coverings are not permitted except when worn for religious reasons. You are not permitted to wear sunglasses*, watches, headphones/headsets, or earplugs.

As part of the pre-exam security checks you will be asked to make your ears visible to the camera. If you are unable to do this due to religious observations, then please speak to your training provider before you book exams.

Candidates are not permitted to have calculators during the exam. There is a calculator function on the exam platform which will be available for any exam questions which require calculation.



** If you have a medical condition which means you need to wear sunglasses, please contact your training provider to discuss access arrangements to support you.*

Pre-exam security checks

On the day you are due to take your exam, simply click on the exam link in your email, follow the ID check, environment check, and read in full the on-screen 'Instructions for Candidates' then launch your exam.

Close application and browser windows (notifications)

You will be prompted to enable desktop notifications for ProctorExam.

It is your responsibility to ensure that there are no on-screen disruptions during your exam. Please make sure that background notifications for other applications are turned off. The 'Set Up Your PC' section above provides help with how to do this.

ID checks

When prompted to do so you must show valid ID. (The types of ID accepted by PMQ are set out in the Examination Regulations – Online Exams with Remote Invigilation.) You will be prompted to take and submit a photo of your head and face. You will then be prompted to hold your ID to the webcam on your laptop or desktop in order that a photo of your ID can be taken. You must ensure that you hold your ID close enough to the webcam so that the details are clear. We suggest you take multiple pictures to ensure the picture is not blurred.

Set up mobile device

You will be required to open the ProctorExam App on your mobile device and point the camera at the QR code on screen to scan it. The screen on your mobile device will go black. However, the footage being streamed from your mobile device will be displayed on your laptop or desktop screen.

Environment check

When prompted to do so you must conduct the room and equipment scans as directed. You will be required to show the full room including all walls, corners, and ceiling where the examination is being sat. Follow the prompts on your mobile device. There must be no posters/guides or notes on the walls or in the room relating to the qualification.

You will be instructed to position your mobile device to the side of you or diagonally next to you; ensure that you, your laptop or desktop, and your workspace are clearly visible. You should check the footage streaming onto your laptop or desktop screen to ensure that your mobile device is pointing the correct way and filming you.

Camera Check

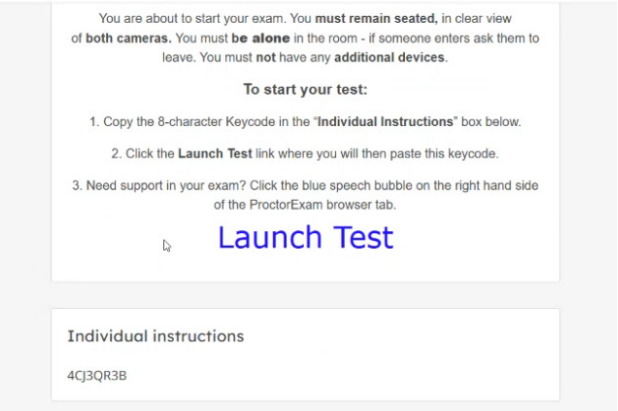
You will be instructed to check your cameras are positioned correctly. The streams from your webcam and mobile device will be displayed on your laptop or desktop screen. Check that you can clearly see yourself. Where necessary, you can reposition your webcam or mobile device.

Instructions for Candidates

Make sure you read in full the on-screen Instructions to Candidates.

Launch Exam and Keycode

When you are ready to start the exam, scroll to the bottom of the instructions page and copy the keycode (under Individual instructions as show in the image below). Scroll back up and click on the Launch Test link which will take you to the Test Delivery page where you enter your Keycode. If you click the link too many times, then simply close the browser, go back to your email and click the link again.



You will then be asked to confirm your personal details, the name of the examination you have been entered for, and that you agree to the PMQ Examination Regulations. Once you have confirmed both, you will be taken to the Instructions screen. This screen provides important information on how to complete your examination and use the e-assessment platform.

After you have read the instructions, click "Start the Test" in the bottom-right corner of the screen. Your first question will then be displayed, and your examination timer will begin.

SECTION 3

During the exam

You must ensure that you comply with the Examination Regulations – Online Exams with Remote Invigilation.

Drinks and Food

You are allowed to have a drink in a clear drinking vessel. You are not permitted to have food*. You are not permitted to leave the room to collect more water and should ensure you have all you need with you before you start the exam.

**If you have a medical condition which means you will need to have food in the exam, please contact your training provider before you book your exam for access arrangements to be made for you.*

Workstation

You are permitted to have the following at your workstation:

- A drink (see above)

YOU MUST ENSURE THAT YOUR WORKSTATION IS CLEARED OF ANY OTHER ITEMS OTHER THAN THOSE SPECIFIED ABOVE.

Leaving your workstation

You are not permitted to leave your workstation for any reason once the you have completed the pre-exam security checks, you must remain at your workstation and visible to the camera throughout the duration of your exam.

Communicating with others

You are not permitted to communicate with anyone during the exam. This includes talking to anyone in the building in which you are taking the exam or communicating with anyone outside the building including via email, text message, video conference, telephone, or other media. You must be alone in the room and no one is permitted to enter.

Smoking

You are not permitted to smoke or vape during the exam.

Earplugs/headphones

You are not permitted to use earplugs, headphones, or headsets during the exam.

Watches

You are not permitted to wear or engage with a smart watch during the exam.

Accessing other applications or webpages

You are not permitted to access other applications for example, dictionaries, spellcheckers, Word, Excel, file explorer, emails etc. during the exam. You must also not attempt to access other webpages or other files on your device. All activity undertaken on your device will be monitored and recorded during the exam.

Support during the exam

During the exam, if you encounter any technical difficulties, you will be able to access online chat support. The chat support is for technical difficulties only. You cannot ask about the content of the exam, for example, if you don't understand a question. If you are unsure about a question or think there is a problem with a question you should note this in your response and continue with the exam.

If you experience significant technical difficulties in an exam and the Technical Support agent is unable to assist you, finish the exam if you can and then contact your training provider for support with next steps.



Mobile device streaming

During the exam. if you would like to check that your mobile device is continuing to record you, you can do this in the ProctorExam tab. Simply click on the phone icon on the right-hand side of the screen to check.

Completing exam

At the start of each exam, you should read carefully the Instructions to Candidates for the exam to confirm how many questions are to be answered. You should ensure that you:

- Read the questions carefully before answering them.
- Check the instructions for every question, as some may require a single answer while others may require multiple answers.

For Level 4 short essay exams - Carefully read the question, pay attention to the command verb and marks available, and ensure your answer contains enough relevant detail to gain full marks

End of the Exam

It is important that you check to ensure that you have answered all the questions you are required to answer.

When you are happy with your answers and have checked that you have answered all the required questions you can click the 'Finish Test' button and confirm that you want to end the exam. You will not be able to amend any answers after this point. You then click 'Finish Test' and close the browser window. Remember to click the 'End Exam' on ProctorExam on screen; this will stop the recording on your laptop or desktop and the ProctorExam App on your mobile device.

Results

Your results will be released once quality assurance checks and, where applicable, marking have been completed. Your training provider will inform you when and how you will receive your results.