



Change to the delivery platform for the National Examination Paper in 2020 (version 3, Updated 29 July 2020)

Frequently Asked Questions

<p>1. What is remote proctoring?</p>	<p>Remote proctoring involves sitting the AACCA National Examination Paper under live supervision using your own computer in a suitable location with good internet connectivity.</p> <p>This SHORT VIDEO will provide you with an understanding of how remote proctoring works (note - this is an external site).</p>
<p>2. Who will run the remote online exam?</p>	<p>AACA will partner with ProctorU who will provide the technical means for remote invigilation of your exam session while you use your own computer.</p> <p>ACER will continue their service of providing professional advice on the exam, and work with ProctorU to implement the online exam form using the ACER secure test application.</p>
<p>3. What personal information will be passed on to third part organisations and how is it collected, stored and used?</p>	<p>AACA will pass your email address on to ACER who will be working with ProctorU to implement the exam. You can read the ACER privacy statement here .</p> <p>ProctorU is based in the United States and by selecting to sit the AACCA National Examination Paper by remote proctoring you will be required to provide Personal Information to an overseas entity.</p> <p>Detailed information about how your personal information will be collected, stored and used by ProctorU can be found in their privacy statement.</p> <p>Further information and links to the privacy statement will also be provided in a 'step by step' guide which will be emailed directly to you by ACER.</p>



<p>4. Who will contact me about the National Examination Paper?</p>	<p>Your local Architect Registration Board will contact you to confirm your eligibility for the NEP.</p> <p>ACER will contact you by email regarding the technical delivery of the remote online exam, with a 'step by step' guide for preparation.</p> <p>You will then also receive an invitation to make a booking on ProctorU's system, and finally an Admission Ticket.</p> <p>Important: The email address you provide on the application form submitted to your Architect Registration Board is what will be used to communicate with you by AACCA, ACER, and ProctorU.</p> <p>This email address is also what ProctorU will use in their system to identify you on exam day. It is important that you do not change your email address during the exam period.</p>
<p>5. What are the exam room requirements?</p>	<p>You must ensure your test room is set up to the requirements below:</p> <ul style="list-style-type: none">• An appropriate workstation on a stable desk in an enclosed room.• A room that is free from distractions, noise and prohibited materials (no other person including dependent children or animals is permitted in the test room).• Suitable temperature, lighting and ventilation. <p>You will not be allowed to have any food or drink, other than bottled water or a clear glass of water on your desk. You may have one sheet of paper and a pencil or a pen.</p>



	<p>If your internet connection is shared with others in your home, you are strongly encouraged to ensure that its use during your exam time is kept as minimal as possible (to avoid bandwidth problems resulting in disruptions/connectivity issues).</p> <p>A wired connection is recommended over a wireless one, if possible.</p>
<p>6. Are there restrictions on where we can sit the exam; e.g. can we sit it in our office at work?</p>	<p>You may not be able to use a computer that is connected to an administrated network with strict policies, such as most workplaces.</p> <p>This is because installation restrictions and firewalls will most likely block required features. A home network is required.</p> <p>The rules around the ‘test environment’ (listed above) also prohibit locations such as Internet Cafes, etc.</p>
<p>7. I looked at the ProctorU online exam video and they mentioned that there are certain things not allowed during the exam. I live by myself in a studio and can probably relocate some things but I cannot move big items of furniture, etc.?</p>	<p>The desk/table used for the computer needs to be clean (no items around it).</p> <p>The proctor will also request a scan of the room through the webcam which may involve angles under the desk.</p> <p>If the room mostly meets the requirements but the proctor is still concerned about the arrangement of items or furniture, they may allow the session to proceed but will flag the sitting for review by their incident response team and ACER staff.</p> <p>It is also important that the door of the room you are taking the exam in is closed and you are uninterrupted.</p>
<p>8. What do I need to do to ensure that I have complied with all the technical requirements prior to logging on to my computer on exam day?</p>	<p>You will be provided with step-by-step instructions from ACER on how to set up your computer for the exam, including detailed guidance on creating a ProctorU account, as well as links to download required applications.</p>



	<p>It is important that you complete all steps prior to proceeding with the exam. Candidates who have not done so will not be able to sit the test.</p>
<p>9. I do not have a pc webcam – is it possible for me to use a mobile phone camera or iPad camera instead?</p>	<p>No. Mobile phones and iPads are not supported, and the exam session cannot be split across two devices. A desktop PC or laptop with a webcam is required.</p> <p>As a candidate intending to sit by remote proctoring, you will have to ensure you have access to a PC/laptop that meets the minimum requirements and which is on a network which is not firewalled. A workplace machine and network may block ProctorU’s LogMeIn software installer and the running of scripts to disable certain functions on the machine for the duration of the exam session.</p>
<p>10. Who will I contact if I have problems with any technical issues leading up to the exam?</p>	<p>ACER has set up a dedicated contact email address for AACCA NEP candidates, from which you will be sent a ‘step by step guide’, and which you will be able to reply to if you encounter issues or have additional questions.</p>
<p>11. What time does the exam start and how long before the exam starts will I need to be logged on to allow the ProctorU to complete their assessment of the room in which I am sitting my exam?</p>	<p>You should log onto the ProctorU website at the time you have booked.</p> <p>The booking will begin with some automated procedures such as ID capture, followed by a check-in process with a live proctor to ensure the testing environment and technical specifications are met. The actual exam time will begin after these steps (and any necessary troubleshooting) are completed.</p> <p>This initial process will generally take around 15 minutes, but the overall time for the bookings can differ substantially for individuals depending on whether any troubleshooting needs to occur before the exam session can begin.</p>
<p>12. How do I logon to the exam?</p>	<p>The connection to ProctorU will be in a normal browser (Chrome, Firefox, or Safari), but once the initial phase of the booking is complete, the proctor will run ProctorU’s LogMeIn application, and you will also need to open the ACER test application.</p> <p>The download link for the ACER test application will be in the ‘step-by-step’ guide emailed to you. This application will show a landing page where you can select</p>



	<p>'Architectural Practice Examination', and then there will be a login page for the exam form.</p> <p>The exam form login details will be emailed to you in the form an Admission Ticket .</p>
<p>13. How long will the pre-exam tasks undertaken by ProctorU take? How much time do I have to allow for the whole process?</p>	<p>The check in process will generally take around 15 minutes, and the default exam time is 75 minutes.</p> <p>However, the overall time for bookings can differ substantially for individuals depending on (i) whether any troubleshooting needs to occur before the exam session can begin; and (ii) whether any delays occur due to unexpected connectivity issues on the candidate's internet connection during the exam session.</p> <p>Therefore, while the <u>minimum</u> duration of the booking will be approx. 15 mins + 75 mins exam time, you should allow for a longer duration. It is recommended that you keep at least one additional hour free beyond the expected completion time from the start of the booking, just in case.</p>
<p>14. What will happen if there is a power failure and/or Internet dropout? What kind of technical support will be available?</p>	<p>ProctorU and ACER have systems in place to deal with IT issues during the exam, and the exam delivery platform has the capacity to allow for an exam form to be reopened with lost time re-added, if necessary.</p> <p>If an issue cannot be resolved promptly, you may be asked to book a follow-up session to finish your exam at a different time.</p> <p>All disconnections and follow-up bookings will be investigated as an Incident Report.</p>
<p>15. What happens if the power/internet failure is irretrievable? Will I be able to take the examination again in the near future, or will they have to wait until the next NEP session?</p>	<p>There will be contingencies in place so that candidates can complete the NEP in this session.</p>



<p>16. What do your proctors watch during an exam or in the professional review process?</p>	<p>Proctors look for potential aberrant behaviour during exams such as looking off screen, accessing unpermitted materials, speaking aloud, or allowing other people in the room.</p> <p>Additionally, Artificial Intelligence (AI) will monitor and flag all aberrant key strokes, attempted taking of screen-shots, accessing external sites, or a candidate's face not appearing on the webcam feed.</p>
<p>17. Can candidates 'screen shot' during the examination?</p>	<p>No</p>
<p>18. Are candidates able to use a pen/paper during the examination?</p>	<p>Yes – you can have one sheet of paper and a pencil or pen in the exam. You will be asked to rip this up in front of the Proctor at the end of the exam.</p>
<p>19. How is the personal information I provide to ACER and ProctorU protected?</p>	<p>By choosing to sit the AACCA NEP by remote proctoring, you are confirming that you understand that you need to provide relevant Personal Information to a third party, ProctorU, and have read the ProctorU Privacy Statement.</p> <p>ProctorU is a company based in the United States. Personal Information provided to ProctorU by you will be temporarily stored outside of Australia.</p> <p>ProctorU's privacy policy may be viewed at www.proctoru.com/privacy-policy.</p> <p>ProctorU does not share your information with any third parties.</p>
<p>20. Is there an alternative to sitting the exam in 2020 other than via remote proctoring?</p>	<p>Unfortunately, given the continuing challenges posed by COVID-19, lockdown restrictions and requirements of social distancing, the most practicable and fair way of implementing the NEP in 2020 is online delivery via remote proctoring.</p>
<p>21. I am living with someone who will also be sitting the exam on the same day. We will be set up in different rooms away from each other with sufficient sounds barriers however thought it would be best to double check it is okay.</p> <p>Could you please confirm whether this would be a problem on the day and if it is an issue how would it best be dealt with?</p>	<p>For the purposes of proctoring itself, sitting in different (closed) rooms and remaining uninterrupted/not communicating is sufficient.</p> <p>However, Multiple users on the same internet connection at the same time during the exam is not recommended. Testing with ProctorU requires a strong and stable internet connection to support screen sharing and remote proctoring software. Issues with stability or speed may cause issues during your exam.</p>



	<p>Regarding internet connection, given the variety of possible connection types, bandwidths and other factors specific to individual arrangements, it is not possible to give one set piece of advice that will ensure there are no connectivity issues.</p> <p>Candidates must perform the technical readiness checks available on the ProctorU website.</p> <p>Recommended Minimum Speeds: Download: 1.5 MBPS Upload: 1 MBPS</p> <p>We recommend that candidates living in the same premises do not book to sit the exam at the same session.</p> <p>We remind candidates who will be sitting the exam in their home/space with another candidate must remain under exam conditions for the duration of the exam session ie 11.00am-7.00pm</p>
<p>22. I have a laptop with a webcam, and a fairly small screen. Would I be allowed to extend the screen over to a monitor (and have the laptop placed next to the monitor to still allow for proctoring)?</p>	<p>Multiple monitors/displays/screens are not supported. If you have more than one monitor, you need to disconnect all but one.</p>
<p>23. Are we allowed to wear any ear protection from noise during the exam? I have some extremely loud neighbours who can be very, very distracting. [And I can't go elsewhere because of the Melbourne lockdown]</p>	<p>You are allowed to wear foam ear plugs.</p>
<p>24. My partner [and I] share a study room, do I need to relocate his computer and clean up items on his desk [before] the exam</p>	<p>The desk/table used for the computer needs to be clean (no items around it).</p> <p>The proctor will request a scan of the room which may involve angles under the desk.</p> <p>If the room mostly meets the requirements but the proctor is still concerned about the arrangements of items or furniture, they may allow the session to proceed but will flag the sitting for review by their incident response team.</p>



<p>25. I understand that the exam will be on the 18th of August, but do you know what time the exam will start?</p>	<p>There will be a range of booking times which you can select from, starting at 11.00am AEST/ 9.00am AWST.</p> <p>You need to be online and ready to begin your pre-exam checks at the booking time you have selected. We recommend you are online and ready to go at least 5 minutes before your scheduled booking time.</p>
<p>26. Are we allowed toilet breaks during the exam? I have looked at the ProctorU guidelines and they said that breaks are determined by the instructor and not ProctorU</p>	<p>You may request a short toilet break during the session.</p>
<p>27. I have my computer set up in a large open living area, do you think this would be OK or should I set it up in a different room?</p>	<p>A smaller, enclosed room would be preferred.</p> <p>The main thing is to ensure that the room can be closed by a door, the entire space can be shown to the proctor during the pre-exam checks and that no one else enters the room while the exam is underway.</p>
<p>28. How long does ProctorU have access to my laptop/PC</p>	<p>Only for the duration of the session. All of the associated software can be removed on completion of the exam.</p>
<p>29. Regarding the invigilator accessing my computer data including IP address, keystrokes, cookies, etc which all contain very personal information, I am also giving them access to remote into my computer and allowing them control which is extremely concerning.</p> <p>Am I able to use a virtual/remote desktop which does not contain my personal data/apps to do the exam? Is there a solution for this as the ProctorU video specifically says we are not allowed multiple screens & need all windows to be closed (implying that a virtual desktop cannot be used?).</p>	<p>Virtual machines / desktops are strictly prohibited.</p> <p>This is because the proctor has to ensure that no prohibited software or connections are present during the exam, which it is not possible to do if a virtual machine / desktop were to be used.</p> <p>All access of a candidate's machine and information are covered by the terms set out in ProctorU's Privacy Policy, which can be viewed here.</p>
<p>30. Having to show the invigilator my room's physical environment, my desk, walls etc.</p>	<p>An enclosed room in which you will not be interrupted is required.</p>



<p>Can we have the option of doing this outside or in public so we do not have to share our personal living space with the overseas invigilator?</p>	<p>Public space (whether indoor or outdoor) is not allowed.</p>
<p>31. After reading through the information of the ProctorU service and video, I have the following concerns about my data and personal privacy and would like to know what measures in place to address them. Having to share my personal ID (driver's license/passport) with the invigilator who is overseas and not ARB staff.</p> <p>The ProctorU program also uses biometrics and facial recognition/tracking, stores this data in the US (privacy policy does not explicitly state how long it is stored for) and may sell this data to third parties.</p>	<p>The use of biometrics, facial recognition/tracking, and storing of data on a US server is necessary for the remote proctoring process to function.</p> <p>The ProctorU Privacy Policy states that "ProctorU does not use any student's personal information for any reason other than the proctoring of online exams. We never sell any personal information to third parties. We do not market to students, nor do we share any personal information for the purpose of marketing to students."</p> <p>The policy can be viewed here.</p>
<p>32. Why must a driver's licence/photo ID be provided as part of identification process when sitting the exam?</p>	<p>The identification process is important to ensure the right person is sitting the exam. ProctorU uses facial recognition software to match the ID to the face of the candidate to ensure a match. The photo ID is stored for 7 days only, for potential review if there are any mismatches, and then deleted.</p>
<p>33. Can the Proctor take over my machine and access client data or other sensitive data on my computer?</p>	<p>No. The proctors cannot link to your computer without your knowledge. Everything they do will be shown on your screen and they cannot perform "hidden" actions. Access is only granted with a candidate's explicit permission and after they have clicked a button to confirm.</p> <p>Your permission allows the Proctor to view the screen and during set up of the exam to utilise the mouse and keyboard as if they were sitting next to the candidate. Once the exam starts, the proctor will monitor the computer screen, but can no longer utilise the mouse and keyboard.</p> <p>During the entire process, a chat box is running on the candidate's computer and they can see what permissions the proctor has at any time. The chat session log is saved, including a permanent record of what actions the proctor took while accessing the candidate's computer.</p>



<p>34. Why does a Proctor need to take control of my computer?</p>	<p>Before the exam starts, a technician Proctor will undertake a technology check to ensure the candidate is appropriately setup to commence the Exam. The Proctor will use the chat box to communicate if the candidate requires help to finalise the technical setup. The Proctor will ask for the candidate's permission before they take over the mouse or keyboard.</p>
<p>35. What technology is used by the Proctor to access my computer?</p>	<p>The Proctor uses a program called LogMeInRescue (LMI) to access your computer. All communication is through the LMI chatbox.</p> <p>Once the LMI chatbox is closed, ProctorU no longer has remote access to a candidate's computer, and the download should remove itself automatically.</p> <p>The candidate can check this by viewing their Downloads folder. Each live proctoring session requires a new LMI download file. In order to live proctor another exam, the candidate will need to download LogMeInRescue again.</p>
<p>36. What happens with all that data once an exam ends?</p>	<p>Unless there is an issue with the test-taker's identity match, the biometric and associated Photo ID data is deleted within a week.</p> <p>The proctoring session data (screen recording, webcam audio/video and proctor notes) are stored in US based encrypted servers.</p>
<p>37. I have created an account on ProctorU, but I am unable to schedule my exam. What should I do next?</p>	<p>Please ensure that you have confirmed your account by clicking the link in the email from ProctorU.</p> <p>This is not the invitation email, but a separate one sent after your account was been created.</p> <p>If you have done this but are still not able to proceed, please contact APE@acer.org</p>



38. I have successfully created an account ProctorU, confirmed the account, and then tried to schedule my session. However when I click 'Select', nothing happens. What would cause this problem?

This issue is most commonly caused by out of date browsers, and Internet Explorer in particular.
If you are using Internet Explorer, please try another browser such as Chrome or Firefox.
If you have tried other browsers but still have the problem, please run their update function to ensure they are up-to-date.