APE Part 2: National Examination Paper FAQS (updated 17 December 2020)

Category Tags	Question	Answer
Overview info	What is remote proctoring?	Remote proctoring involves sitting the AACA National Examination Paper under live supervision using your own computer in a suitable location with good internet connectivity. This SHORT VIDEO will provide you with an understanding of how remote proctoring works (note - this is an external site).
Overview info	Who will run the remote online exam?	AACA has partnered with ProctorU who will provide the technical means for remote invigilation of your exam session while you use your own computer. ACER will provide the online assessment form, as well as secure exam application and continue their service of professional advice on the exam. ProctorU and its proctors do not have any control over ACER's assessment form or secure exam application.
Overview info	What exactly is the role of the Proctor?	The Proctor is like a supervisor at a test centre, ensuring the exam is being conducted securely and correctly. After an initial check of what processes are running on your computer (and disabling any forbidden ones), they will monitor the session. They will advise you if they need to take any further actions, and those actions will be visible on your screen. The Proctor will not be accessing your computer 'behind the scenes' during the session.
Overview info	Is there an alternative to sitting the exam in 2021 other than via remote proctoring?	No. Given the challenges of COVID and social distancing, the 2021 National Examination Papers will be delivered by remote proctoring.

Overview info; process	Who will contact me about the National Examination Paper?	Your local Architect Registration Board will contact you to confirm your eligibility for the NEP. AACA will then also contact you with a verification email, to ensure that your contact details are correct and to provide you with a unique Candidate Number. ACER will contact you by email regarding the technical delivery of the remote online exam. For preparation, they will send you a 'Step by Step Guide' four weeks before the exam date. After that, you will then receive an invitation to make a booking on ProctorU's system. Close to the exam day, you will also receive an Admission Ticket, and finally a brief 'Exam Day Guide' (both from ACER). After you have made a booking with ProctorU, their system will also send you some automatic reminders. **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 AACA, ACER, and ProctorU. 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.
Overview info; process	I understand that the exam will be on the 20th of April 2021, but do you know what time the exam will start?	There will be a range of booking times which you can select from throughout the day, starting at 11.00am AEST/ 9.00am AWST. 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.
Overview info; process	Who will I contact if I have problems with any technical issues leading up to the exam?	ACER has a dedicated contact email address for AACA NEP candidates: APE@acer.org ACER will send you a 'Step by Step Guide' and other exam-related correspondence from this address. If the issues you encounter are not covered by the Guide or these FAQs, you can email them directly.

| Overview info; privacy | What personal information will be passed on to third party organisations and how is it collected, stored and used? | 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.

ProctorU is based in the United States and by selecting to sit the AACA National Examination Paper by remote proctoring you will be required to provide Personal Information to an overseas entity.

Detailed information about how your personal information will be collected, stored and used by ProctorU can be found in their privacy statement.

Further information and links will also be provided in a 'Step by Step' Guide, which will be emailed directly to you by ACER. This Guide will also include the AACA Privacy Policy and the National Examination Paper Candidate Code of Conduct and Non-disclosure Agreement. |
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| Overview info; privacy | How is the personal information I provide to ACER and ProctorU protected? | By choosing to sit the AACA 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.

ProctorU is a company based in the United States. Personal Information provided to ProctorU by you will be temporarily stored outside of Australia.

ProctorU's privacy policy may be viewed at https://www.proctoru.com/privacy-policy

ProctorU does not share your information with any third parties. |
| Overview info; privacy | After reading through the information of the ProctorU service and video, I have concerns about my data and personal privacy and would like to know what measures in place to address them. | The ProctorU Privacy Policy states "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."

ProctorU's privacy policy may be viewed at https://www.proctoru.com/privacy-policy |

	The ProctorU program also uses biometrics and facial recognition/tracking, stores this data in the US (their privacy policy does not explicitly state how long it is stored for) and may sell this data to third parties.	The use of biometrics, facial recognition/tracking and storing of data on a US server is necessary for the remote proctoring process to function.
Overview info; privacy	Why must a driver's licence/photo ID be provided as part of identification process when sitting the exam? I am concerned about having to share my personal ID (driver's license/passport) with the invigilator who is overseas and not ARB staff.	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.
Overview info; privacy; process; device	Why does a Proctor need to take control of my computer?	Before the exam starts, a technician proctor will undertake a technology check to ensure you are set up appropriately to commence. The Proctor will use the chat box to communicate if you require help to finalise the technical setup. The Proctor will ask for your permission before they take over the mouse or keyboard.
Overview info; privacy; device	Can the Proctor take over my machine and access client data or other sensitive data on my computer?	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. 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 you. Once the exam starts, the proctor will monitor the computer screen, but can no longer utilise the mouse and keyboard.

		During the entire process, a chat box will be running on your computer and you 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 your computer.
Overview info; privacy; process	What happens with all that data once an exam ends?	Unless there is an issue with the test-taker's identity match, the biometric and associated Photo ID data is deleted within a week. The proctoring session data (screen recording, webcam audio/video and proctor notes) are stored in US based encrypted servers.
Process	I have created an account on ProctorU, but I am unable to schedule my exam. What should I do next?	Please ensure that you have confirmed your account by clicking the link in the email from ProctorU. This is not the invitation email, but a separate one sent after your account was been created. If you have done this but are still not able to proceed, please contact APE@acer.org
Process	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 (or using Internet Explorer specifically). Please try updating your browser to ensure it is up-to-date, clear its cache, and if that does not solve the issue, please try another browser. If you need to contact ACER about issues, please make a note of your operating system, browser version, and take a screenshot of any error messages.
Process	What time does the exam start and how long before the exam starts? Will I need to be logged on to allow the Proctor to complete their	You should log onto the ProctorU website at the time you have booked. 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.

	assessment of the room in which I am sitting my exam?	The actual exam time will begin after these steps (and any necessary troubleshooting) are completed. 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. **Please note:** if technical issues cannot be resolved within 30 minutes from the start of your booking, you will be asked to reschedule your session. In some instances, this has occurred due to machine or network incompatibility (security restrictions/firewalls). If rescheduling is required, please ensure to give yourself enough time to either source a different machine (and run the compatibility checks on it), and/or find another suitable location.
Process	How long will the pre-exam tasks undertaken by ProctorU take? How much time do I have to allow for the whole process?	The check in process will generally take around 15 minutes, and the default exam time is 90 minutes. 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. Therefore, while the minimum duration of the booking will be approx. 15 minutes + 90 minutes exam time, you should allow for a longer duration. It is recommended that you keep at least two additional hours beyond the expected completion time from the start of the booking, just in case. Also, please note the point above concerning a need to reschedule if technical issues cannot be resolved at the beginning of a session.
Process	Are we allowed toilet breaks during the exam? I have looked at the ProctorU guidelines and they said that breaks	You may request a short toilet break during the session. Please note: • the proctor will request another scan of your room when you return;

		• that the exam timer will not be paused during the time you are away, or during the time it takes your proctor to scan your room again.
	are determined by the instructor and not ProctorU.	
Process	What do your proctors watch during an exam	Proctors look for potentially aberrant behaviour during exams such as looking off screen, accessing unpermitted materials, speaking aloud, or allowing other people in the room.

Additionally, Artificial Intelligence (AI) will monitor and flag all aberrant key stokes, attempted taking of screenshots, accessing of external sites, or a candidate's face not appearing on the webcam feed.

While proctors supervise the session, they do not have any access to or control over the assessment form itself, which is managed entirely by ACER through its own online delivery platform.

Any issues with the assessment form itself should be reported to APE@acer.org directly, which the ACER team will investigate using its own logs as well as ProctorU's session recordings. |
| Device; process | How long does ProctorU have access to my laptop/PC? | Only for the duration of the session.

All of the associated software can be removed on completion of the exam. |
| Process | What will happen if there is a power failure and/or Internet dropout?

What kind of technical support will be available? | If a disconnection occurs, the ACER online platform will lock the assessment. If upon reconnection you believe time has been lost, contact APE@acer.org as soon as possible after the exam and the ACER team will investigate using its own logs as well as the ProctorU session recording.

If exam time is confirmed to have been lost due to technical reasons, the ACER team can reopen the assessment form with the lost amount re-added, and a follow-up session will be scheduled.

All disconnections and follow-up bookings will be investigated as an Incident Report. |
| Process | 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 | There will be contingencies in place so that candidates can complete the NEP in this session.

Any feedback regarding an inability to sit an exam session or concerns about how a session was conducted should be emailed to APE@acer.org cc'd to mail@aaca.org.au . |

	have to wait until the next NEP session?	It is very important that any such communication should be sent as close to the exam date as possible.
		If there is a too long a delay before ACER receives such feedback, it may be too late to investigate because session recordings may have been deleted in accordance with the privacy policy.
		Sending feedback through promptly also ensures that all the details are easier to recall and note down.
Process	I have feedback and/or concerns about how my session was conducted. Where should I send this, and what will be done to investigate it?	Any feedback or concerns about how a session was conducted should be emailed to APE@acer.org cc'd to mail@aaca.org.au. It is very important that any such communication should be sent as close to the exam date as possible. Session recordings need to be checked, which are not retained for very long in line with the privacy policy, but importantly also because a follow-up session might need to be scheduled within the exam cycle (the couple of days following the exam). If a follow-up session is required, ACER will contact you to explain the situation and invite you to rebook within a short window during the few days after the exam. A follow-up session will have all the same technical, room, and device requirements as a normal booking. All incidents will be investigated using ACER's system logs, ProctorU's session recordings and logs, as well as by consulting with ProctorU's account manager for the AACA exam.
Physical space	What are the exam room requirements?	You must ensure your test room is set up to the requirements below: • An enclosed 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. • An appropriate workstation, free from clutter, on a stable desk. • 1 sheet of A4 paper, and a pencil or a pen. You will not be allowed to have any food or drink, other than bottled water or a clear glass of water on your desk.
Physical space; connectivity	Are there restrictions on where we can sit the exam; e.g. can we sit it in our office at work?	You may not be able to use a computer that is connected to an administrated network with strict policies, such as most workplaces. This is because installation restrictions and firewalls will most likely block required features. A home network is required. The rules around the 'test environment' (listed above) also prohibit locations such as Internet Cafes, etc.
Physical space; privacy	I am concerned about having to show the invigilator my room's physical environment, my desk, walls etc. 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?	An enclosed room in which you will not be interrupted is required. Public space (whether indoor or outdoor) is not allowed.
Physical space	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?	A smaller, enclosed room would be preferred. 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.
Physical space	I looked at the ProctorU online exam video and they mentioned that there are certain things not allowed during the exam.	The desk/table used for the computer needs to be clean (no items around it).

	I live by myself in a studio and can probably relocate some things but I cannot move big items of furniture, etc.?	The proctor will also request a scan of the room through the webcam which may involve angles under the desk - you will require a mirror for this (a small hand mirror will suffice). If you don't have a mirror, the proctor will ask you to use the self-facing camera mode on your phone, if it has one. If there are items of furniture or other objects you are concerned about, please cover them using a sheet. 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. It is also important that the door of the room you are taking the exam in is closed and you are uninterrupted.
Physical space	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?	In accordance with the advice above, the desk/table used for the computer needs to be clean (no items around it), and a mirror or smartphone will be required for the room scan. If another computer is visible, please cover it (you can just use a sheet). 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.
Physical space	Are candidates able to use a pen/paper during the examination?	You can have one sheet of A4 paper and a pencil or pen in the exam. You will be asked to rip the paper up in front of the Proctor at the end of the exam.
Physical space; process	Are we allowed to wear any ear protection from noise during the exam?	You are allowed to wear foam earplugs. Please wait until the proctor has unlocked the exam form for you, and only then insert your earplugs.
Physical space; process	I am living with someone who will also be sitting the exam on the same day.	For the purposes of proctoring itself, sitting in different (closed) rooms and remaining uninterrupted/not communicating is sufficient.

	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. 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?	However, multiple users on the same internet connection at the same time during the exam is **not** recommended. We recommend that candidates living in the same premises do not book to sit the exam at the same session, for internet stability reasons. We remind candidates who will be sitting the exam in their home/space with another candidate that the space must remain under exam conditions for the duration of the exam day (i.e. 11.00am-7.00pm).
Connectivity	What are the internet connection requirements?	Testing with ProctorU requires a strong and stable internet connection to support their screen sharing and remote proctoring software. Issues with stability or speed may cause problems during your exam. Candidates must perform the technical readiness checks available on the ProctorU website. Regarding internet connection, given the variety of possible connection types, bandwidths and other factors specific to individual arrangements, it is not possible to given one set piece of advice that will ensure there are no connectivity issues. **Recommended Minimum Speeds**: Download: 1.5 MBPS Upload: 1 MBPS A wired connection is recommended over a wireless one, if possible. 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).
Device	What technology is used by the Proctor to access my computer?	The Proctor uses a program called LogMeInRescue (LMI) to access your computer. All communication is through the LMI chatbox.

		Once the LMI chatbox is closed, ProctorU no longer has remote access to your computer, and the download should remove itself automatically. You can check this by viewing your 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.
Device; applications	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?	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. It is important that you complete all steps prior to proceeding with the exam. This will include disabling or removing any prohibited software, such as remote desktop or screensharing applications. Candidates who have not done so will not be able to sit the test. There will be a live check with a technician at the beginning of your exam session to ensure the technical requirements are met.
Device	I do not have a pc webcam – is it possible for me to use a mobile phone camera or iPad camera instead?	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. 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.

Device	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)?	Multiple monitors/displays/screens are not supported. If you have more than one monitor, you need to disconnect all but one.
Device	What is the minimum screen size requirement for the exam? I have noticed that ACER and ProctorU suggest different minimum specs.	ProctorU's minimum requirements refer to its monitoring software, which is distinct from ACER's exam platform and the display of the assessment. A minimum screen size of 15" or higher (set at native resolution) is ACER's recommendation, to allow you to see the content and navigation bar clearly. However, candidates may choose to take the exam on a smaller screen - 13" may operate just as efficiently provided the screen resolution is set correctly and you have no trouble reading lots of text and navigating the screen at that size. **Please note:** If opting to use a smaller screen, this is at your own discretion; we cannot advise how the exam will be displayed (size of text or images, scroll options, etc.) if your device does not meet ACER's minimum recommendation. You may test for issues in advance by reading some text heavy documents, which involve scrolling for a longer period than they normally would, and see if you encounter any problems.
Device; privacy	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 concerning. Am I able to use a virtual/remote desktop, which does not contain my	**Virtual machines / desktops are strictly prohibited, and will prevent a session from being conducted.** 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 are active. Please note that if prohibited software is present, this will cause delays, which can potentially require rescheduling of the session entirely, as noted above.

	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 and need all windows to be closed (implying that a virtual desktop cannot be used?).	All access of a candidate's machine and information are covered by the terms set out in ProctorU's Privacy Policy. ProctorU's privacy policy may be viewed at https://www.proctoru.com/privacy-policy
Device	Can candidates take screenshots during the examination?	No, taking screenshots is **strictly prohibited**.