APAC Program Exam Administration Security Policy

APAC Exam Security

Security of the APAC-BE exam, exam items, fairness in the testing process, and the highest levels of integrity are of the utmost importance to the APAC Program. For these reasons, APAC-BE candidates must understand and follow all security policies applicable to them established by the APAC Program and its vendors, and APAC proctors must understand and follow all security policies applicable to them.

Ensuring exam security and candidate proof of identity is crucial for keeping the testing process fair and credible. These security guidelines protect the value of the credential for everyone—from the professional who earned it to the clients, employers, and institutions who rely on its authenticity.

Security and Testing Requirements - All Candidates

Special Accommodation Testing

Special accommodation testing is available for candidates who require them. Candidates may list their required accommodations on their application form or may email APAC at least two weeks prior to the exam administration. APAC must approve the accommodation before the accommodation can be offered. If a candidate indicates to a proctor that they require special accommodation testing, the proctor will confer with the Chief Proctor and/or APAC. A proctor must not provide any accommodation to the

candidate without conferring with APAC. If the provided accommodation is not sufficient, the candidate may choose to continue with testing or may reschedule with no penalty.

Candidate Requirements

- Candidates are required to bring the following items to the examination:

  - Current, valid government-issued photo ID. *The name on the ID must match the name on the application.* The ID must be original (not a photocopy or digital ID) and valid (unexpired). The following government documents must contain some description (e.g., weight, height, gender, eye color) of the person presenting it, a signature, and a photograph:

    - Driver's license or state DMV-issued ID card (any state)

    - Canadian or Mexican driver's license

    - U.S. Passport/Passport card or Passport/Passport card issued by a foreign government

    - U.S. military ID card

  - Name change. If the candidate does not have acceptable documentation showing their name change, the candidate will not be permitted to take the exam unless the name on the roster and the name on their ID match. If there is any question, the Chief Proctor will call APAC before turning the candidate away.

- Candidates may NOT bring into the room in which the examination will take place:

  - Food or drink, except for water in a closed container

  - Scratch paper (notes may be written in the exam book)

  - Electronic and/or recording equipment

  - **NOTE:** The exam is closed book, so no resources are allowed at the candidate's table.

- Personal items

  - Personal items, including purses, wallet/credit cards, keys, cell phones (powered off), smartwatches (powered off), and IDs may be placed in designated locations. Candidates are at no time permitted access to personal items during the exam. Candidates must either remove hats or turn them around with the brim in the back.

  - For in-person testing, APA, APAC, and/or any of its vendors are not responsible for lost belongings.

- Study aids

  - Study aids, guides, and all loose paper must be placed in the designated area for personal belongings and are not allowed at a candidate's seat. Such items must be placed there before being seated.

Security and Testing Requirements - In-Person, Pencil and Paper Administration

Exam Materials Security

Exam Booklet Delivery

For in-person test administrations, APAC's contracted psychometrician (CPS HR) will send exam booklets via FedEx with a tracking number when the exam materials are shipped. An APAC representative or contracted Chief Proctor must sign for each box; no signature releases are permitted. Materials will be delivered to APAC or the Chief Proctor at least three days before the exam administration.

Upon receipt of the exam materials, APAC or the Chief Proctor will inventory and verify the exam materials. Any inventory discrepancies will be reported and documented on the Proctor's Report. After the inventory is completed, exam books will be placed at the bottom of the box and the box resealed.

Exam Material Security before the Exam

The exam material security is the responsibility of the Chief Proctor from the time they receive the exam materials until the materials are tendered to FedEx to be returned to CPS HR. Chief Proctors must emphasize the importance of exam material security and review all related procedures with assistant proctors.

Exam materials must be taped closed and stored in a secure manner prior to the exam date and should never be left in an unsecured area. Exam materials must not be left unattended at any time.

Exam Day Administration

The Chief Proctor's primary responsibility is to safeguard all aspects of exam security, conduct the exam efficiently and quietly, protect exam candidates from disturbance, and promptly return exam materials to CPS HR. All security rules and exam instructions are to be followed and enforced without exception.

Exams are confidential! No unauthorized personnel is permitted to:

- examine an exam book at any time

- copy or retain copies of the exam questions

- discuss the content of the exam with any candidate, other than what is published on the APAC website

- discuss how many points each question is worth or how the exam is scored, other than what is published on the APAC website

Any candidate who violates these rules will be subject to having their exam administration disqualified and being brought before the APAC Professional Conduct Committee.

Site Evaluation

The Chief Proctor must evaluate the room/site for testing compliance by referring to the list of acceptable testing conditions below. The proctor will evaluate the arrangements of the room to see that there is enough seating for the candidate group with adequate space between candidates. The exam room should be quiet and comfortable, provide a secure testing environment, and have adequate lighting and ventilation (heated or air-conditioned). The restrooms must be accessible and reasonably located.

The following testing conditions must be present before registration begins:

- The registration table, with chairs, must be placed at the entrance/exit of the room to control candidate flow.

- There should be a designated table/area for candidate personal belongings.

- If there is more than one exit door, these extra doors must be secured in some fashion (e.g., signs, proctor).

- All doors must be closed; doors may not be left open during the exam.

- Table surfaces must be smooth, hard surfaces.

- Exam rooms must be configured classroom style, with all tables/desks and chairs facing the same direction, toward the front of the room.

- No more than (1) candidate to a 5-foot table; no more than (2) candidates to a 6-foot table; no more than (3) candidates to an 8-foot table; no more than (4) candidates to a 12-foot table. Individual desks are acceptable.

- Theater/graduated seating is allowed, but only using every other seat and every other row to allow proctors to walk between and monitor candidates during the exam.

- There should be a minimum space of 3 feet in the aisles between tables or desks to allow proctors to walk between and monitor candidates during the exam.

- Table linens are to be removed.

- Round tables are not permitted.

If the room does not meet the above listed conditions, the Chief Proctor must contact APAC and document the deficiencies on the Proctor's Report. Proctors should also document the capacity of the room. Other room conditions (e.g., poor lighting, noise, poor conditions of tables) should be noted on the Proctor's Report.

Preparing for Candidate Check-In

Proctors should wear name badges. All cell phones should be powered off, with the exception of the Chief Proctor.

Proctors should not move or touch the candidate belongings. If moving candidate belongings is necessary, proctors must request candidates to do so. Neither CPS HR

nor APAC are responsible for lost belongings. Any instances or claims of lost or stolen items must be noted on the Proctor Report with as much detail as possible.

All test materials will be kept in a safe place so that candidates cannot obtain copies. No test materials will be left unattended for any reason. No other individuals may have access to the test materials at any point in time. The box of exam materials will not be opened until ready to distribute to candidates. Only candidates may view the exam book.

When enroute to and from an exam site, the box of exam materials must be taped closed.

If during the registration process a proctor realizes that they know a candidate on a personal basis, that proctor should immediately notify the Chief Proctor and must not handle any of that candidates' exam materials. The incident must be documented on the Proctor's Report.

Check-In Process

APAC will supply a list of approved test takers to the Chief Proctor, preferably through a printed roster. If the supplied roster is, for whatever reason, unable to be used, the Chief Proctor may fill out a blank roster in blue or black ink. When candidates' proof of identity has been shown and accepted, the proctor(s) checking in candidates will:

1. Check the candidate's ID # (e.g., driver's license, passport number) against the name on the roster to ensure that they match.

2. Initial (the proctor's initials) in the "Check In Verified" box.

3. Record the time in the "Time In" box.

4. Have the candidate sign next to their printed name.

If more than one proctor works on a roster, all proctors must sign the roster.

After the check-in procedure has been completed, the candidate may be admitted into the exam room. All personal belongings must be placed in the designated area BEFORE being seated. Personal items including purses, wallet/credit cards, keys, cell phones, smart watches, and ID may be placed under the candidate's chairs. Loose paper and all study materials are NOT permitted at their seats and must be stored in the area designated for other belongings.

Admitting and Seating Candidates

Proctors must direct candidates to open seating, spacing candidates as far apart as possible. As more candidates enter the exam room, candidates should be directed to fill in the open seats.

Exam Start and Verification of Counts

Once registration has concluded and all candidates are seated, the Chief Proctor must wait for the scheduled exam time to shut the door and begin instructions. Once the exam doors have closed, no one may be admitted.

When registration is complete and the room is secure, the Chief Proctor will count the number of signatures on the candidate roster and the number of candidates in the room. These counts must match.

The exam instructions may then begin. Exam books and answer sheets must be passed out when indicated during the reading of the instructions. While the instructions are being read, the assistant proctors should move through the room to ensure that candidates are following instructions.

After the instructions have been read and the exam has started, the Chief Proctor must conduct another candidate and exam book count. The number of unused books, used books, candidates on the roster/present in the room must match the total number of exam books shipped. All exam books must always be accounted for.

Breaks

The APAC-BE exam does not include scheduled breaks. If a candidate must use the restroom during the exam, the test time will not stop. The candidate must raise their hand and wait for a proctor, who will then collect and hold their test materials. No more than one candidate is allowed to use the restroom at the same time and candidates are not permitted to access their personal belongings at any time.

Withdrawal Candidates - Before Exam Begins

If a candidate wants to withdraw from the exam after registration but before the exam begins, **and the exam book has not been opened,** they may do so after they have

signed the withdrawal portion of the Proctor Report. Then, the Chief Proctor must immediately dismiss the candidate from the exam room.

Withdrawal Candidates - After Exam Begins

If a candidate wants to withdraw from the exam after the exam begins and the exam book has been opened, they may do so after they have signed the withdrawal portion of the Proctor Report form. The Chief Proctor will write "withdrawn" across the answer sheet and clip it to the Proctor Report form.

The Chief Proctor should assign a proctor(s) to monitor the remaining candidates in the room and a proctor(s) to conduct check-out. At no time during the exam should all proctors be seated behind the check-out table or any other location that would prevent them from monitoring the remaining candidates. A proctor must always be monitoring the exam.

Exam Completion

Candidate Check-Out

Before the 5-minute warning, when a candidate has completed the exam, they should proceed to the check-out table. The proctor must review the exam book and answer sheet to ensure they have been filled out.

It is not required that the name on the exam book and answer sheet match each other or the roster exactly (e.g., using a nickname, omitting a middle initial). The name and

signature as provided by the candidate is acceptable, and they will not be requested to change or re-sign their name.

The proctor will initial the roster in the "Check-Out Verified" column of the roster and mark the time of completion in the "Time Out" column in the row applicable to the candidate who is checking out, certifying that the materials have been reviewed and collected.

Since time has not been called, candidates who require additional attention to complete or correct the information on the test book or answer sheet should return to their seat and not remain in the check-out area.

After the 5-minute warning, candidates must remain seated until the exam has concluded. Candidates should remain seated until directed to proceed to the check-out table. Proctors should only direct a few candidates at a time to the check-out table.

At the check-out table, the proctor will initial the roster in the "Check-Out Verified" column of the roster and mark the time of completion in the "Time Out" column in the row applicable to the candidate who is checking out, certifying that the materials have been reviewed and collected.

The candidate may then pick up their personal belongings and immediately exit the room.

Inventory of Exam Materials

Immediately following the conclusion of the exam, the Chief Proctor will reverify counts (i.e., candidate head count, roster signatures, used and unused books). If all materials cannot be accounted for, CPS HR should be called immediately to report the issue before leaving the exam site.

Documentation of Exam Irregularities via the Proctor Report

Any and all exam administrative irregularities are to be reported on the Proctor Report form. Some examples are:

- **Defective exam materials:** Exam books, answer sheets, or any other exam materials that are defective or incomplete must be reported. It is expected that reserve materials will be used so that candidates can complete the exam with as little disturbance as possible.

- **Possible exam errors:** Any question concerning possible typographical errors or ambiguities in the wording of exam items should be reported.

- **Exam site issues:** Any issues with the exam room (e.g., not ready, locked, too small, noisy, lighting issues, tables in poor condition) should be reported.

- **Mistiming:** Mistiming, whether short or long, must be reported. Under-timing must be corrected during the administration of the exam, before candidates leave.

- **Emergencies:** The emergency procedures provided at the end of these proctor instructions should be followed.

- **Illness:** If a candidate becomes ill during any part of the exam and it is a medical emergency, 911 should be called immediately. If the illness is not a medical emergency and a candidate needs to leave the exam, collect all exam materials, and have the candidate sign the Proctor Report form to show withdrawal from the exam.

- **Personal belongings left behind:** If a candidate leaves personal belongings after leaving the exam, they should be left with the facility's lost and found if possible. A description of the items left behind, who they belonged to (if known), and the name and contact information of the person the items were left with at the exam site should be noted on the report. If the site does not have a "Lost and Found," the belongings may be returned with the exam materials to CPS HR. CPS HR will contact the candidate (if known) and advise them how they may retrieve their belongings.

The Chief Proctor will complete the Proctor Report form that is provided with the exam materials if necessary, documenting anything of significance or irregularity. Any candidate incidents should be documented thoroughly and in detail. Details may include:

- Name(s) of Assistant Proctors who administered exam (if applicable)

- Number of candidates tested

- Exam material inventory

- Candidates withdrawing (candidate signature required)

- Details, issues, and/or problems relating to the administration of the exam:

  - Imperfections in printed exam questions

  - Ambiguity of exam questions

  - Insufficient materials

  - Site issues (i.e., lighting, condition of tables and chairs, noise, room capacity)

  - Mistiming issues

  - Mistakes made in administering the exam

  - Cancelled exam (the Chief Proctor will write "cancelled" at top of the report)

  - Any other irregularities

Exam Materials after Completion of Administration

Preparation of Exam Materials for Return

After the exam has concluded and before leaving the exam site, the Chief Proctor will prepare the box of exam materials for shipment. If all exam materials have been

accounted for, the materials should be prepared according to the specifications of CPS HR.

Before tendering the materials to FedEx for return shipping to CPS, the Chief Proctor shall securely scan all answer sheets and send them via email to the designated person. Through this process, data are retained in case of any problem during shipping.

The exam material box will be taped closed before leaving the exam room/site.

Return of Exam Materials to CPS HR

The Chief Proctor or APAC will ship the exam materials via FedEx and obtain a receipt documenting the change in possession. The receipt must be kept until CPS HR has confirmed receival of materials. All exam materials will be returned in one FedEx package using the return label provided by CPS HR.

Exam materials must not be deposited in a FedEx dropbox. There is no way to document the change in possession, and consequently, no way for CPS HR to track any missing materials.

Emergencies during an Exam Administration

If an emergency should arise during the exam, it is important to follow all the procedures provided by local site staff and emergency personnel (some guidelines are below). If it is necessary to evacuate the building, the proctors will instruct the candidates to stay together. Candidates will insert their answer sheets and instructions in their test books and leave all exam materials in the room. If it is safe to do so, proctors will collect exam materials before leaving the room. Proctors will remind candidates that they are not to

discuss the exam content while waiting to return to the test room. The safety of all the people in the building is always the first concern; however, the security of the test books is also a very high concern.

Earthquake

- During an earthquake, take cover under a desk, table, or in a doorway.

- Stay away from windows.

- After the earthquake, check for injuries. Give first aid, if possible. When safe, report injuries to building security or call 911 if there is an emergency.

- When safe, everyone must leave the building in an orderly manner and proceed to the parking lot farthest from the building.

- DO NOT use matches or candles; use a flashlight, if available.

- DO NOT use the elevators.

- Evacuate the building according to instructions from officials, if requested.

- Cooperate with security guards and police. Remain calm and help others.

Fire

- Evacuate all individuals from the building to a safe area outside. DO NOT USE ELEVATORS.

- If there are posted fire evacuation maps, follow the routes to fire EXIT doors.

- Close all doors leading into, and/or all doors surrounding the fire area.

- Report the fire by activating the fire alarm box. If the fire is not in the exam area, but elsewhere in the building, fire alarm bells will sound.

What to Do after an Emergency

- Proctors should follow instructions given by security guards, police, or other authorities if available.

- If the proctors and candidates are evacuated, they should wait for instructions before re-entering the building.

- The Chief Proctor will contact APAC to notify staff of the incident and document the incident details on the Proctor Report.

In the event that it is safe to continue the exam, proctors should reconvene after the candidates are back in the exam room. All the candidates must be accounted for and the exam materials must be accurately redistributed to the correct candidates. The timing of the exam may then resume from where it left off. If an area-wide disaster has occurred, proctors and candidates should follow instructions given by emergency personnel.

Security and Testing Requirements - In-Person Computer Based Testing Center

Candidates must agree to and sign the test rules agreement of the testing center where they will be taking the APAC-BE exam.

General Requirements

The test rules agreement will include some version of the following:

1. No personal items, including but not limited to mobile phones, hand-held computers/personal digital assistants (PDAs) or other electronic devices, pagers, watches, wallets, purses, firearms or other weapons, hats (and other non-religious head coverings), bags, coats, jackets, eyeglass cases, pens, or pencils, are allowed in the testing room. No large barrettes or hair clips and no large headbands or hairbands are allowed in the testing room. No large removable jewelry is allowed in the testing room. Candidates must store all personal items in a secure area as indicated by the test administrator (TA) or return them to their vehicle. If a candidate refuses to store their personal items, they will be unable to test and will lose their testing fee. All electronic devices must be turned off before storing them in the designated secure area.

2. Candidates will be asked to empty their pockets for the purpose of allowing the TA to verify that nothing is in them. If a candidate has hair that covers their ears, they may be asked to show them for the purpose of allowing the TA to verify that

no Bluetooth devices are present. The TA may also ask a candidate to roll up their sleeves to verify that they have no writing on their arms. Before entering the testing room, the candidate will be asked to pat themselves down (for example: arms, legs, and waistline) to show there is nothing hidden on the body. The test center is not responsible for lost, stolen, or misplaced personal items. Studying IS NOT allowed in the test center.

3. Some testing centers may collect a digital photograph and/or digital signature to authenticate the candidate's ID. This is done to verify each candidate's identity and to protect the security and integrity of the test. The TA will obtain this information before the candidate enters the testing room. Candidates understand that if there are discrepancies during the check-in process they may be prohibited from entering the testing room, they may not be allowed to reschedule the test appointment, and they may forfeit the testing fee.

4. The TA has no flexibility to add, delete, or alter the ID requirements. Upon entering and being seated in the testing room, the TA will provide the candidate with those materials authorized by APAC for use during the test to make notes or calculations on, and the candidate will be provided any other material as specified by APAC. Candidates may not remove any of these materials from the testing room or begin writing on their noteboard until the test has been started. If a candidate needs new or additional materials during the test, they must raise their hand. They must return all items and materials to the TA immediately following the test.

5. The TA will log the candidate into their assigned workstation. The candidate will verify that they are taking the APAC-BE exam. Unless otherwise instructed, the candidate must remain in their assigned seat until escorted out of the testing room by a TA.

6. Once the candidate has entered the testing room, they may not communicate with other candidates. Any disruptive, threatening, or fraudulent behavior in the testing room may be grounds for terminating the test, invalidating the test results, or disqualifying the candidate from taking the test at a future date.

7. Candidates understand that eating, drinking, chewing gum, smoking, and/or making noise that creates a disturbance for other candidates is prohibited during the test.

8. To ensure a high level of security throughout the testing experience, candidates may be monitored at all times. Both audio and video may be recorded.

9. A Non-Disclosure Agreement or other security statement may be presented to the candidate before the test begins. If so presented, the candidate must read, acknowledge, and agree to the terms and conditions within the specified time limit, if applicable, in order to begin the test. Should they not agree, they will not be permitted to proceed with taking the test and may forfeit the test fee. If they decline, the test session will immediately end.

10. The APAC-BE exam does not include scheduled breaks. If a candidate takes a break during the exam, the test time will not stop. The TA will set the candidate's

workstation to the break mode, and the candidate must take their ID with them when they leave the room. The TA will check their ID before escorting them back to their seat, when they can resume their test.

11. If the candidate is taking any break, they MUST receive permission from the TA PRIOR to accessing personal items that have been stored (with the exception of comfort aids, medication, and food, which they may access without permission). Personal items that cannot be accessed during any break include but are not limited to mobile phones, test notes, and study guides.

12. If they leave the test center building during any breaks, the test session will end. That session will count as one of the allowed two attempts per year, and they must wait 30 days before retaking the exam.

13. The candidate must follow all of the appropriate check-in and check-out processes as defined by the testing center. This may include the need to show identification when leaving and re-entering the testing room. Before re-entering, they may be asked to pat themselves down again to show there is nothing hidden on their body. Unless otherwise instructed, the TA will escort them to their assigned workstation and resume the test for them so that they may continue with the test.

14. If a candidate experiences any problems or distractions or if they have other questions or concerns, they must raise their hand, and the TA will assist them. The TA cannot answer questions related to test content. If the candidate has

concerns about a test question or image, they should make a note of it in the exam area provided for comments and questions.

15. After the candidate finishes the test, they may be asked to complete an optional on-screen evaluation (e.g., customer feedback survey).

16. Unless otherwise instructed, after the candidate has completed the test, they must raise their hand, and the TA will come to the workstation and verify that the test session has ended properly. Once the candidate completes the exam, their test score will display on the computer screen, and they will later be able to view their results from the test center website. They must not leave any materials at the testing workstation after they have completed the test.

17. The candidate may not remove copies of test questions or test answers from the testing center, and they may not share or discuss with anyone all or any of the test questions or test answers viewed during the taking of the test. If the candidate does not abide by these rules, if they tamper with the computer, or if they are suspected of cheating, appropriate action will be taken in accordance with the [APAC Code of Professional Conduct](#), which each candidate agreed to follow when applying to take the APAC-BE exam. Any such issue will be evaluated by the APAC Professional Conduct Committee.

Candidate Confidentiality

The candidate's test results will be encrypted and transmitted from the testing company (Pearson VUE) to the APAC Program. The test center does not retain any information

other than when and where the test was taken. The Pearson VUE Privacy and Cookies Policy provides additional information, which the candidate can obtain by visiting the Pearson VUE website at www.pearsonvue.com or by contacting the Pearson VUE call center.

Security and Testing Requirements - Computer Based Testing with Live Remote Proctoring

Before the Exam

The APAC Program offers an online proctored exam delivery through Pearson VUE called OnVUE. This approach to testing allows candidates to take an exam from their home or office. Candidates will receive authorization and login information from Pearson VUE via email.

In order to test, candidates must first determine if their device and network are suitable for OnVUE exams. Directions on how to perform a self-test are included in candidates' appointment confirmation email. If these pass the OnVUE system test, candidates can schedule an exam date and time that are convenient for them.

On exam day, candidates log in to their testing account and start their exam session. They can check in starting 30 minutes before their appointment time and up until 15 minutes after their appointment time. Candidates are then provided a unique exam

access code and instructed to download the required software. Next, the OnVUE application leads them through a series of automated checks that prompt candidates to do the following:

- Provide their exam access code and a phone number (or select a check box to indicate that no mobile phone is available for the exam)

- Test their microphone, webcam, and audio

- Capture their headshot

- Capture their photo ID

- Capture four photos of their testing room workspace

- Shut down other applications running on the computer

The OnVUE software uses artificial intelligence (AI) to perform ID authentication and face-to-ID photo comparison during this check-in process. A Pearson VUE test administrator also checks the workspace images behind the scenes. If this process does not show any problems to correct, candidates are permitted to begin their exam. The secure browser starts running before the exam is launched to provide content security.

Candidate Personal Information

Pearson VUE collects personal information from candidates in order to provide testing services to them for their exam sponsors. This information might include candidate

names, demographic information, payment information, identification documents, and so forth. Collecting this ensures that only properly authorized and identified candidates are allowed to test. It also helps prevent and detect exam fraud.

After candidates register to take an exam, they cannot opt out of providing this information. Candidates can, however, choose to opt out of facial comparison by artificial intelligence if they call the Pearson VUE contact center. Although candidates must agree to provide certain private information if they wish to test, the information still belongs to the candidates. Pearson VUE ensures all care is taken to protect it from loss, unauthorized access, or alteration.

The candidate's testing session will be audio/video-recorded.

Candidate Confidentiality

Test administrators (TAs) play an important role in maintaining the confidentiality of candidates' personal information and other confidential data. TAs must apply the following guidelines:

- Never share usernames and passwords with other TAs.

- Do not read candidates' personal information aloud in the presence of other TAs or personnel.

- Do not create copies of or scan any candidate's personal information (e.g., credit cards, identification forms) for the test center's personal use. For example, do not store or file the information for record-keeping purposes.

- Do not include exam content or any description of exam content in the text of ProctorServ sessions or ServiceDirect cases. Exam content is defined as questions, response selections, and any text on exam supplements/handouts/exhibits in whole or part.

- Never provide candidate information from the Pearson VUE applications to unknown persons over the phone or by email, even if they claim to be from Pearson VUE. If anyone has a legitimate need for such information, they will get it from the Pearson VUE systems and will not need to ask the TA for it.

- Report any suspicious behavior or suspected confidentiality breaches by recording what occurred in ServiceDirect.

- All documents or electronic files that contain candidate information must be handled securely. Do not leave important documents or printouts lying around where somebody else might pick them up. Never throw documents containing confidential data in the trash; always shred such documents first.

Check-In Process

The test administrator (TA) should:

1. Check the candidate's headshot.

2. Check the candidate's ID.

    a. The TA must not move forward if the candidate does not have a matching ID and must create a case.

b. The APAC Program requires a current, valid government-issued photo ID. (See Security and Testing Requirements - All Candidates.)

3. Check the candidate's testing environment for any prohibited items.

    a. If the candidate has multiple computer monitors, the TA should call and ask the candidate to unplug the second monitor and turn it around. If the candidate has a television, ensure that it is turned off. Televisions are not allowed in front of the candidate, but they are allowed elsewhere in the testing room if they remain off. The TA does not need to check that televisions are unplugged.

    b. If the candidate has other prohibited items, the TA should call and ask the candidate to place the items out of arm's reach. Then, they should ask the candidate to use the webcam to show where the items were placed. This is not required if the candidate cannot pick up the computer because it is too heavy, the computer is securely fastened, or the candidate's webcam is built into the computer. Instead, the TA should ask such candidates to use a mirror or reflective item to show the computer itself and quickly scan the computer's edges and screen for any prohibited items.

    c. The TA must not move forward if the candidate does not have a clean work area or multiple computer monitors are not unplugged.

4. Inspect the candidate's eyeglasses (if applicable).

a. The TA should not move forward if the candidate does not comply and must create a case if they find the candidate is using smart glasses.

5. Release the exam.

   a. The TA should remind the candidate to click the phone icon to alert a proctor if they require assistance.

   b. If the candidate used a headset to check in, the TA should remind the candidate to wear the headset around his or her neck unless they are receiving assistance from a proctor. They should instruct the candidate not to unplug the headset from the computer during the exam.

   c. If the candidate used a phone to check in, the TA should remind the candidate to set their phone out of arm's reach. The TA should be sure to note the location of the phone in a session event.

During the Exam

Below are proctoring guidelines that Pearson VUE requires test administrators (TAs) to follow to ensure a high level of security during live remote proctored exams. TAs should:

● Monitor candidates continuously throughout their exam with the audio on and ensure that candidates' head and shoulder area remains within the webcam's view. Candidates cannot leave the work area that was initially photographed while they are taking their exam. They must also remain clothed and cannot engage in any lewd behavior.

- Pay close attention to any suspicious eye movements that might indicate misconduct. If this occurs, the TA must create a case.

- Remove distractions from proctoring such as using a cell phone, checking email, reading a book, or eating.

- Try to resolve any problems with the exam while the candidate is testing. If the TA is unable to resolve the problem, they should contact Level 1 support and should not have the candidate try to complete the exam.

- Assist a candidate with questions regarding the use and operation of testing software and materials.

- Not assist candidates in understanding exam items, defining terms, translating text, or helping with other matters related to exam content. If a candidate asks a question that is not related to using the exam software, TAs should explain that APAC does not permit proctors to answer these types of questions.

- Never leave their computer workstation unattended when live testing is in progress.

- Remain focused on monitoring the actions of candidates at all times during the exam using the video monitor. Follow current operational processes when leaving for a break or ending a shift.

- Listen for signs of possible communication in the room. Turn the volume up on the audio feed sufficiently to hear any communication (including non-verbal communication) that might take place.

- Watch all candidates closely, and be alert to potentially suspicious behavior and possible signs of exam fraud. Such behavior might be difficult to detect but include actions such as repetitive adjustments to clothing, excessive leaning or stretching, or apparent efforts to hide something from view of the proctor and webcam.

- Use the guidelines in Responding to Candidate Misconduct (below) if one of the following occurs:

  - The TA observes candidates talking to or otherwise communicating with another person (other than to tell the person to leave because they are taking an exam). The TA must warn candidates that this is not allowed.

  - The TA observes candidates violating any other testing policy established by Pearson VUE or APAC.

  - The TA suspects exam fraud of any kind to be taking place.

- Listen for candidates reading exam questions out loud to themselves. If this occurs, the TA should warn the candidate to stop. If the candidate continues, the TA should end the exam and create a detailed case in ServiceDirect.

- Confirm the accuracy of any visual warning created by artificial intelligence when no face is in the webcam view, multiple faces are in the view, or a different face is in the view. A session event will also be automatically recorded by the system. If the warning is accurate, the TA should create a ServiceDirect case.

Minimizing Exam Fraud and Maintaining a Secure Test Environment

Paying close attention to candidate behavior is the single most important factor in minimizing exam fraud. The following are some guidelines that will help Test Administrators (TAs) maintain a secure testing environment.

TAs should:

- Follow documented procedures and instructions at all times.

- Do not discuss exam content with candidates or with other personnel at any point.

- Remind candidates that they are prohibited from talking about an exam's content with others.

- Be familiar with the exam sponsor's retake policies. Some instances of attempted retake violations have been thwarted by vigilant test administrators who remember checking in the same person previously under a different name.

- Pay particular attention to identification requirements. Every candidate must present a proper form of ID. Each ID must be thoroughly checked to ensure that all details match the candidate, as required by APAC policy.

- Never perform the identification check in a perfunctory manner. Instead, the photograph and other details should be carefully checked to ensure confidence that the candidate really is the person pictured on the identification. Because TAs are not able to examine the physical ID, it is important to carefully scrutinize and use best judgment.

- Be on the alert for identification that looks fake, altered, or in any way suspicious.

- Pay close attention while inspecting the candidate or the candidate's check-in photos. For example, if the candidate has a prohibited item, ask the candidate to remove it.

- Be on the lookout for unusual or suspicious items attached to or concealed in clothing. Candidates must be clothed in order to test.

- Be aware that candidates are not permitted to use personal belongings during the exam unless it is a comfort aid item.

- Not allow other people in the same room with the candidate during the exam session. TAs must not allow candidates to speak with others who are in the testing room when taking their exam. If a TA sees a candidate talking with someone (other than to tell the person to leave because they are taking an exam), this is considered candidate misconduct. TAs must warn candidates that this is not allowed and follow the process outlined in Responding to Candidate Misconduct (below) if the behavior is repeated.

- Never allow a candidate to use study guides, dictionaries, or reference materials of any kind; a calculator is available through the exam. If a candidate asks to use such items during the exam without APAC permission, the TA must direct them to put the item(s) away. If they refuse, the TA must tell the candidate that APAC will be informed of the incident.

Candidate Misconduct and Case Details

Candidates who conduct themselves in a manner that might jeopardize the security of an exam must immediately be reported through a ServiceDirect case. The APAC Program will determine the action to be taken against the candidate, up to and including removal from the certification program. The case must contain the candidate's exam access code, a detailed description of the act of misconduct (including the actions the test administrator took), and the resolution.

Types of Misconduct

The following table lists candidate behaviors that are considered misconduct and are not permitted. TAs should use this table to help guide a response to a candidate.

If a TA thinks a candidate's exam session should be revoked for a behavior that is not listed, ask a supervisor, team lead, or Level 1 support for direction.

Responding to Candidate Misconduct

If a TA suspects a candidate of proxy testing, they should make sure a photo of the candidate and the candidate's photo identification is captured during the check-in

process. After the photos have been taken and saved in the system, the TA should not inform the candidate of any suspicions. The TA should tell the candidate there is a problem with the identification and revoke the exam session. The TA should create a case and indicate that they suspect the candidate of being a proxy tester.

If a TA suspects that misconduct occurred but is unsure whether to intervene, they should ask their supervisor, team lead, or Level 1 support for direction whenever possible. This other person must remain on hand through the remainder of the process. Doing so helps to ensure that proper process is followed and establishes a credible record of what took place.

In such situations, responding to a candidate misconduct situation always takes precedence over other tasks, such as checking in a candidate.

The TA should call the candidate, describe what they observed, and explain which testing policy was violated. They should not directly accuse the candidate of misconduct or make judgmental statements about their behavior. It is important that the candidate is properly informed of the observed behavior and given an opportunity to cooperate from this point forward.

If any unauthorized materials or prohibited items were involved, the TA should attempt to capture the item on video for evidence.

After the TA gathers more information and discusses the policy violation, they should revoke the exam session. Candidates suspected of misconduct are not permitted to continue their exams. TAs should not speculate or enter into any discussion as to what

the repercussions might be for the candidate. If the candidate has any questions, the TA should advise the candidate to contact the Pearson VUE call center. The TA should not advise the candidate to contact the APAC Program directly. Immediately afterward, the TA should create a detailed case.

Case Details

The test administrator (TA) should always include the following information in a ServiceDirect case:

- Candidate's exam access code

- Description of the candidate's behavior, including the sequence of events that was observed

- Location or situation of the candidate when they were confronted

- Description of the candidate's reaction and any discussion between the candidate and the test administrator

- Description of any prohibited materials the candidate used, if applicable, and whether or not these were clearly recorded in the video

- Comments made by both the test administrator and the candidate

- Any other relevant information concerning the occurrence

Breaks

No breaks are allowed during the Live Remote Proctored APAC-BE exam. If a candidate must take a break for whatever reason, the exam will end and that testing session will be forfeited.

Exam Distractions

If a candidate experiences distractions during their exam and complains about them, the TA must create a case.

Technical Problems

TAs should try to resolve technical problems with the troubleshooting information provided, or they may escalate to Level 2 support if appropriate. If they are unable to resolve a problem, they should create a case describing the current time and error message. The TA should provide the candidate with the case number for reference. TAs should inform the candidate of the following policies and document that the candidate was notified of them in the case created:

- Any lost time due to the technical problem cannot be added back to the exam.

- Candidates will not be compensated for any lost exam time.

- Candidates who want to reschedule should contact the Pearson VUE call center. Contact information at Pearson VUE for each exam sponsor can be found on the Pearson VUE website (http://www.pearsonvue.com).

- Candidates who reschedule may or may not be compensated for their exam depending on what technical problem occurred.

Exam Completion

- If a candidate terminates an exam before the exam ends (for example, the candidate is ill and must leave or misconduct occurred), they are not allowed to resume the exam at a later time, and the TA must create a case.

- The APAC-BE exam allows candidates to review their answers at the end of the exam. The review time is included in the exam time, so time might expire before the candidate finishes reviewing.

Score Reports

If candidates have questions about how they will receive their scores, they should contact the APAC Program.

For exams administered through Pearson VUE testing centers or through OnVUE live remote proctoring, score reports will be available through the Pearson VUE website. For exams administered in person, score reports will be delivered by email 6-8 weeks after the exam.

Exam Administration Comparison Table

	Pencil & Paper	CBT (In-Person)	CBT (Remote Proctored)
Identification	Candidates are required to present two forms of original (no photo copies), valid (unexpired) IDs; one form as a primary ID (government issued with name, photo and signature) and one form as a secondary ID (with name and signature, or name	Candidates are required to present two forms of original (no photo copies), valid (unexpired) IDs; one form as a primary ID (government issued with name, photo and signature) and one form as a secondary ID (with name and signature, or name and recent recognizable	Candidates are required to present two forms of original (no photo copies), valid (unexpired) IDs; one form as a primary ID (government issued with name, photo and signature) and one form as a secondary ID (with name and signature, or name and recent

and recent recognizable photo). The first and last name used to register must match exactly the first and last name on the ID that is presented on test day. All required IDs must be issued by the country in which testing occurs. Alternatively, an International Travel Passport from a country of citizenship is required, along with a secondary ID.	photo). The first and last name used to register must match exactly the first and last name on the ID that is presented on test day. All required IDs must be issued by the country in which testing occurs. Alternatively, an International Travel Passport from a country of citizenship is required, along with a secondary ID. The full ID policy can be viewed here: http://www.pearsonvue.c	recognizable photo). The first and last name used to register must match exactly the first and last name on the ID that is presented on test day. All required IDs must be issued by the country in which testing occurs. Alternatively, an International Travel Passport from a country of citizenship is required, along with a secondary ID. The full ID policy can be viewed here:

		om/policies/1S.pdf.	http://www.pearson vue.c om/policies/1S.pdf.
Breaks	No scheduled breaks are allowed or included. Candidates are allowed to use the designated and secured restroom(s) one at a time while the exam clock continues to run.	No scheduled breaks are allowed or included. Candidates are allowed to use the restroom while the exam clock continues to run.	No scheduled breaks are allowed or included. Candidates are not allowed to leave the work area that was initially photographed while they are taking the exam.
Personal Items	None allowed within reach of candidates. Excluding as per an approved Special	No personal items may be taken into the testing room. Excluding as per an approved Special Accommodation or	None allowed within reach of candidates. Excluding as per an approved Special

	Accommodation.	Pearson VUE's Comfort Aid List.	Accommodation or Pearson VUE's Comfort Aid List.
Exam Navigation	Candidates can respond to any item on any order. Candidate may take and use notes taken during the exam to self-monitor incomplete or flagged items.	Candidates can navigate exam forward and backward one item at a time, until after the final item. After the final item, candidates are presented with a review screen indicating item status (complete, incomplete, flagged by candidate). From the review screen, candidates can jump to and from	Candidates can navigate exam forward and backward one item at a time, until after the final item. After the final item, candidates are presented with a review screen indicating item status (complete, incomplete, flagged by candidate). From the review screen, candidates can

		any item with one button.	jump to and from any item with one button.
Special Examination Accommodations	Allowed with prior approval.	Allowed with prior approval.	Allowed with prior approval.