

Changes to Exam Day Proctoring Procedures for Candidates

This is to inform you about important updates and reminders about our online proctoring exam processes, which will take effect for the upcoming examination period in Fall 2024.

Why Are We Making These Updates?

We want to ensure that we can continue offering the exam program online that balances flexibility while upholding exam integrity.

Since 2020, we have monitored and observed various forms of exam misconduct, including cheating; unauthorized use of electronic devices and websites; sharing of exam information/content prior, during or after the exam; deceptive claims of technical issues, and other forms of academic dishonesty. Although rare, such actions undermine the integrity of our examination process and the value of the qualifications of the profession.

In accordance with [the Exam Rules and Statement of Understanding](#) (PDF) that all exam candidates acknowledge prior to each exam, adjudicated outcomes have included (but not limited to) nullification of their results, additional conditions to satisfy the good character requirement and/or suspension of their application for a determined amount of time before they can re-apply.

What Are the New Updates?

To ensure a fair and equitable examination environment for all candidates, we are implementing the following updates to the online exam process:

1. Exam Solutions Verification:

- **NEW:** Prior to scanning, you will need to show to the camera each page that you intend to scan – hold up one page at a time for approximately 3 seconds. Please make sure you display every page.
- Note that all claims of technical issues are reviewed via recordings. Emailed solutions received due to technical issue claims are not guaranteed to be accepted. You will be required to send us a screenshot or proof of the technical problem along with a copy of your written responses so we can review them.
- [Instructions for uploading solutions are available](#) (PDF) and we recommend practicing the use of your scanner or scanning app to minimize issues on the day of your exam.
- Reminder: you will continue to have up to 30 minutes to scan and upload your written solutions to Assessbank. Pay close attention to the timer and do not disconnect from the eProctor. You CAN preview the uploaded document prior to submitting your exam. Once you upload the document you must click END EXAM to fully submit your written solutions. You can then disconnect with your proctor afterwards.

2. Scanning Environment and Use of Electronic Devices:

- All scanning must take place in front of the camera, i.e. you must be in the camera view while scanning your answers. If you are using a scanner, the scanner must be placed at the same desk where you are taking your exam. You cannot exit the room at any point.
- Reminder that all electronic devices, including smartphones, smartwatches, and tablets, are strictly prohibited with the exception is to use a portable phone or scanner for scanning solutions – however, these devices cannot be used for **ANY** communication via voice or messaging during the exam INCLUDING the scanning and upload stage.

3. **Zero Tolerance Policy:** Any form of cheating or misconduct will result in immediate disqualification from the exam and potential further disciplinary measures.

Our Commitment to Fairness

We are committed to maintaining the high standards of our examination process while offering the flexibility of remote proctoring. Our goal is to ensure that every candidate has an equal opportunity to succeed based on their own merit and these updates have been made with careful consideration to balance high-stakes exam environments in a remote location without undue hardship.

Support and Resources

We are committed to supporting you through these changes. Please refer to the [Status of Online Academic Exams](#) page for all the information you need to prepare for your exam.

If you have any questions or need further clarification, please do not hesitate to contact our support team at exams@egbc.ca.

Thank you for your understanding and cooperation. We wish you the best of luck in your upcoming exams.