

User guidance: Taking a remote invigilated examination

Introduction

This user guide is for candidates who are sitting an APM examination, either using a laptop/PC via remote invigilation.

The online administration site for the APM Qualifications, where examinations can be scheduled, invigilated and taken is called Surpass.

APM remote invigilated examinations are monitored by online invigilators, via the [ProctorExam](#) online invigilation service. This monitoring may be conducted by a live person (an invigilator referred to as a proctor) in real time or recorded and reviewed later.

Please take a look at this video to see how the set-up works and to familiarise yourself with the examination scenario.

[ProctorExam remote Invigilation](#)

How to set up and take a remote invigilated examination

Step 1: Read the step-by-step guide

Before taking an examination, download and read the step-by-step guide. It outlines the precise requirements you need to successfully take your examination online. It can be found on the following page:

[Step-by-step guide](#)

Tip: Work through the steps below in advance – don't leave it until the last minute. If you're having any problems with your devices or system set-up, you may find the FAQs, that can be found on the following web page helpful.

[Remote invigilation FAQs](#)

Step 2: Check you have the correct equipment

Please ensure that you have the following equipment and have followed the guidance in the step-by-step set-up guide above:

Laptop or Desktop

To take examination, you will need a computer, as the Google Chrome's plug-in is required to share your screen. You will not be able to use Google Chrome on a tablet or iPad as this is not supported.

Google Chrome

No installation of unnecessary software in your computer, but please use Google Chrome so you can run ProctorExam's screen sharing extension on the most updated version.

A photo ID

You need to bring one of the following for photo ID:

- Passport
- Photographic driver's license
- National ID card

Smartphone or Tablet

You might be required to use the camera of your smartphone. You'll need to download the ProctorExam app (34MB) which is compatible with any Android 4.1 or higher and iOS (Apple) 8.0 or higher.



A steady internet

You need a steady internet connection (Wi-Fi will be required for mobile streaming) with a minimum upload speed of 1MB/sec.

Step 3: Test your equipment

We recommend that you test your device ahead of the actual examination.

An email will be sent out 36 hours prior to your examination, which contains a link to test your equipment. Click on the link and follow the system set up instructions.

Please note: If you do not complete the system set-up check, you may not be permitted to take the live examination on the day.

Make sure that you have access to the inbox, that the link has been sent to, on the day of the examination. This is important because the link cannot be forwarded to another email address.

Please ensure that you carry out the test on the same PC/laptop that you are using to take the examination. We also recommend that you don't use a work laptop as company firewalls can cause problems. Please speak to your IT department ahead of the examination if you are planning to use a work device.

It is essential that you complete this test to ensure that you have minimal issues on the day. If you do not complete the system check an email reminder will be sent out to you.

Once you have tested your equipment, your ProctorExam record will be updated to show that you have completed the required system checks.

Please note: During your system check and on examination day, if you encounter any technical difficulties, you will be able to access online chat support. You will find this in the bottom right hand corner of your screen.

Step 4: Examination environment

Please ensure:

Your room is well lit

You should be clearly visible at all times. Through the setup process, you will be able to see what your webcam is sharing. Make sure that lighting is sufficient and no backlighting.

You are alone

You should be the only one taking the examination, having someone else in the room is a serious violation. Make sure to cover any irrelevant private info you would not like to show, such as pictures or private objects.

The Camera is positioned right

For both your webcam and smartphone camera, ProctorExam need to be able to see you and your surroundings well. Check the videos feeds which are shown on your screen as you start your examination, they will show you exactly what is recorded and how.

Please avoid:

No extra devices

By default, you are not allowed to use additional devices such as second screens or phones/tablets. There is one exception:

- The smartphone that is required for the second camera, this device is not forbidden.

No headphones

ProctorExam need to be able to hear what you are hearing in order for the exam to be valid.

No talking

Any noise and talking will be analysed for suspicious behaviour, so make sure you are in a quiet environment and that you refrain from talking out loud

Step 5: Take the examination

Once you have completed all the system checks you will be sent an email containing a launch link to your examination. Simply click on the examination link in your email, follow the ID and environment instructions, and read in full the 'Instructions for Candidates', then launch your examination.

Please ensure you turn on screen sharing at the start of the examination and remember to finish the screensharing at the end of the examination.

You will need your photo ID to prove who you are. You will be prompted to show your ID in the environment checks before your examination. Failure to produce ID will result in disqualification. If you cannot see yourself in the webcam and you cannot take a photo of your ID, you should not proceed with the examination until the webcam works.

For the examination, you will need to use your mobile phone as this provides additional coverage of the test-taking environment. Please ensure that it is plugged into a power socket, so it doesn't run out of battery charge in the middle of the examination. Also check the videos feeds which are shown on your screen as you start your examination, this will ensure that you have the phone in the correct position.

You will be required to conduct a floor-to-ceiling scan of the whole room, desk and workspace, so that ProctorExam are satisfied the examination environment will not compromise the integrity of the examination. Your mobile device will be used to complete the scan. If you do not complete the environment scans effectively and slowly, your examination may be flagged for review.

In the examination you will also be required to confirm that you have read the APM Assessment Rules and Regulations. Any breach in these rules may mean that you are disqualified from the examination.

APM Assessment Rules and Regulations

Please also ensure that you read the general candidate guidance for the format of your examination and the number of questions you will be required to answer for the specific examination you are taking. These can be found below:

Candidate guidance

To see how to navigate through the examination please watch the following video:

Candidate experience

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