SUPPLEMENTAL GUIDE FOR LIVE REMOTE PROCTORING

For IBCLC candidates who plan to sit the English examination with Live Remote Proctoring in September 2020.

As an International Organisation, IBLCE® uses British English in its publications.

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I.   Purpose of this Supplemental Guide

Due to the COVID-19 pandemic and the subsequent impacts on in-person testing in 2020, IBLCE is making Live Remote Proctoring (LRP) available to those candidates taking the examination in English (the only language available currently from the testing vendor) for both the rescheduled March/April 2020 and the September 2020 examinations, both of which will be administered September 8 –25, 2020. As LRP is being offered in light of COVID-19 and as an exception to the IBCLC programme's long-time accreditation, please note that LRP may not be offered in the future. LRP is only offered in English by IBLCE's third-party testing vendor at this time.

This is a supplemental guide for those candidates who are taking the IBCLC examination with LRP. It provides clarification on how IBLCE's policies and procedures regarding the examination administration will be implemented with LRP. This is to be read in conjunction with the *Candidate Information Guide* and *Recertification Guide*. Only information related to the implementation of LRP is addressed in this supplemental guide.

II.   Overview of Live Remote Proctoring

For the examination being delivered in September 2020, LRP is an option for candidates who are sitting the examination in English and meet the technical and environmental criteria. LRP allows you to take a professional, computer-based test on your own computer equipment in your home or other location that meets the workspace criteria, with security and testing practises in place that are similar to those of a testing centre.

III.   Preparing to Take a Live Remote Proctored Examination

A. Prepare Your Device

Your computer should have the following minimum system specifications in order to run ProProctor, Prometric's LRP software:

- **Computer/Laptop:** You may use a laptop or desktop computer. Dual-monitor configurations are not permitted (i.e. a desktop with two monitors or a laptop with a separate monitor.) Tablets may not be used with LRP. A Microsoft Surface Pro is considered a tablet for the purposes of LRP and is not able to be used.
- **Web-Camera:** You will need a *movable* web-camera for the check-in process. A web-camera in a laptop is acceptable, as long as you are able to move the laptop to show the entire room. You may not have more than one web-camera in use at the same time.

- **Power Source:** A laptop/PC plugged directly into a power source, *not* attached to a docking station.
- **Screen Resolution:** 1024 x 768 minimum resolution
- **Operating System:** Windows 7 or higher / MacOS 10.13 or higher (ProProctor currently does not support Linux products.)
- **Web Browser:** current version of Google Chrome
- **Internet Connection Speed:** 0.5-1 mbps or greater
- **Wi-Fi Connection:** Please position your device where you have a strong signal. For the best experience, use an Ethernet cable to connect directly to the router.
  - Wi-Fi provided by a mobile phone hotspot will not be an option as mobile phones are prohibited from the testing environment.
- **Microphone and Speakers or Headset**

You should run the [System Readiness Check](#) as early as possible, and before scheduling an appointment, to ensure that your computer meets the requirements for LRP.

You will need to download and install ProProctor on the device that you will use to take the examination. You will receive instructions on downloading ProProctor after you schedule your appointment.

> If you are using a computer that is not your own, please check to see if downloading/installing ProProctor will be possible.

If you have questions about ProProctor software, [contact Prometric](#) directly.

B. Prepare Your Environment

Please review the workspace criteria for LRP and determine where you are going to be able to test in a secure and private location. Your workspace should meet the following criteria:

- The testing location must be indoors (walled), well lit, and free from background noise and disruptions. Note that taking the examination in a space with hotel airwalls or cubicle walls is not permitted.
- No third party may be present in the room **or enter the room** for the duration of the examination. If this occurs, your examination will be terminated.
  - Note: for breast/chestfeeding accommodations, you must leave the

room/camera view for your break, and your caregiver can not enter the room/camera view where you are taking the examination.

- Your workspace and surrounding area must be free of pens, paper, electronic devices, etc. No content that could potentially provide an unfair advantage during your examination, including that posted on walls or within your immediate area, can be present during your examination session.
  - An electronic scratch pad will be provided during the examination.
  - Two tissues are permitted at your workstation but must be inspected by the Proctor prior to the start of your examination.

C. Prepare Your IDs

Ensure that you have two forms of identification on hand.

- Primary ID must be a **valid, unexpired government-issued identification** that includes your **name, current photograph, and signature**. Government-issued IDs with expiration dates from February 1, 2020 forward will be accepted.
  - driver's license with photograph
  - state identification card with photograph
  - passport with photograph
  - military identification card with photograph
  - green card permanent residence card or visa with photograph
- Secondary ID must have either your **name and signature** or **your name and current photograph**.
  - social security card with signature
  - employment / student ID card with signature and/or photograph
  - a second form of government-issued ID listed above
  - **NOTE: Bank cards/credit cards are not accepted as a second form of ID.**

The names on the IDs *must* match and *must* be the same name as the one on file with IBLCE on the day of your appointment. Name changes can be made with IBLCE five days before your appointment. Further details regarding this can be found in the *Candidate Information Guide* and *Recertification Guide*.

IV. Taking a Live Remote Proctored Examination

A. Overview

Prometric will provide you with detailed information in your appointment confirmation email that will explain how to download and install the testing

vendor's ProProctor application, as well as give you an in-depth overview of the process.

This video also gives you an overview of the LRP experience.

The LRP experience will be similar to the experience at a test centre. After you launch ProProctor, you will start with check-in and security measures (a Readiness Agent will check your environment and person; see section B, Security Checks, below).

Once you start your examination, your device will be locked so you only have access to the test items. During the examination, you may flag questions within each section for review and return to them later. For the purpose of making notes, you may access an electronic scratch pad. You will be on web-camera with the Remote Proctor for the duration of your examination; if you have a question **unrelated to examination content,** you will be able to speak to or message the Remote Proctor at any time.

If you encounter technical difficulties during your examination, such as loss of power or internet connection, Prometric will provide a reasonable time frame for you to get back online and resume your examination. If you are unable to resume your examination within a reasonable time, you will no longer be able to access your examination. Should this occur, please contact your IBLCE regional office.

Should you have technical questions regarding the LRP examination, contact Prometric through their dedicated ProProctor website.

B. Security Checks

LRP includes a readiness and security check before you begin the examination. This process will include a photo taken of you at the beginning of the examination, an environmental check of your workspace, and a check of your person.

You can reduce the amount of time it takes to get through your security check by:

- Clearing your workspace in advance
- Removing any large jewelry
- Emptying your pockets
- Pulling your hair back
- Having your two forms of identification on hand.

Once you launch the ProProctor software, you should be prepared for Prometric to take pictures of your two IDs, as well as taking a photograph of you for ID purposes only.

You must also show the Readiness Agent a view of the entire workspace and surrounding area where you will be taking the examination. For examination security purposes and as is typical in the professional testing industry, your Readiness Agent will also ask you to stand up to do a scan of your person. You will be required to show your ankles, empty and turn all pockets inside-out, and raise shirt sleeves above your wrists. If you are wearing eyeglasses you will be required to remove them for visual inspection.

Should you leave the view of the camera while on break, the proctor will repeat the security check of your workspace and person.

> The security measures by the testing vendor are designed to protect the integrity of professional certification credentials and examinations.

Other information regarding prohibited items and actions will be provided with the in-depth review of the testing process when you receive your appointment confirmation email.

Once the security check is complete, you may begin the examination.

C. During the Examination

During the examination, you may contact your Remote Proctor at any time verbally or via messaging to ask questions **not related to examination content.**

You may flag and return to questions within each part of the examination. Once you have completed Part 1, you cannot return to it later.

Please take note of the following items and behaviours that are not permitted as you take your examination:

- **Please Note-**No third party may be present in the room **or enter the room** for the duration of the examination. **If this occurs, your examination will be terminated.**
- Unauthorised personal items may not be accessible while testing. Such items include, but are not limited to outerwear, hats, food, drinks, purses, bags or briefcases, notebooks, watches, mobile phones, electronic devices, or wearable technology.
- Eating, drinking, smoking, and chewing gum are prohibited during the examination.
- Written notes, published materials, and other testing aids are strictly prohibited.
- Light clothing items removed for comfort such as sweaters, suit jackets, scarves, etc., must be hung on your chair, not placed in your lap or on the workstation desktop. Outerwear such as heavy coats, parkas, raincoats, etc., is not permitted in the immediate testing area.
- **Please Note**--Leaving the view of the web-camera without acknowledgement from the proctor will result in an immediate dismissal from your examination.
- **Please Note**-- Turning off lighting or computer audio, moving from your original testing location, or speaking to or receiving aid from other individuals is strictly prohibited and you will be immediately dismissed from the examination.

Please note that IBLCE has also made this information available to you on its website and will update it periodically. As this is a highly dynamic situation and Prometric is continuing to make updates to its website, we encourage you to review both the IBLCE website and Prometric's on a regular basis. General updates for the examination can be found in IBLCE's online COVID-19 Resource Centre.

V. Examination Day Notice for Live Remote Proctoring

For those taking the examination by LRP from a residence or other location, please note that successfully accessing the confidential IBCLC examination will depend on a strong and reliable internet connection and computer equipment meeting the specifications as defined by IBLCE's third-party testing vendor, Prometric. IBLCE and Prometric are making LRP available in the situation presented by COVID-19 and have taken reasonable and diligent steps to deliver the examination. However, if your internet connection is subject to disruption at your location or your computer does not perform properly, this is outside of the control of IBLCE or Prometric, and IBLCE policies will govern. IBLCE and Prometric will not be responsible for such technical problems caused by local internet connectivity or other local computer related issues and you agree to waive any claims and hold harmless IBLCE and Prometric with respect to any such issues.

To understand how IBLCE processes your personal data for purposes of the examination, please review our Privacy Notice.

VI. Resources

Other quick links to useful information:
- IBLCE Live Remote Proctoring Information & Checklists
- IBLCE COVID-19 and LRP Frequently Asked Questions
- IBCLC Examination FAQs
- IBLCE Examination Day Notice
- *Candidate Information Guide* and *Recertification Guide*
- Prometric's Website for ProProctor Information
- Prometric Website for Technical Assistance and Launching ProProctor