



Proctored Exam Rules – Learner Copy

In order to be able to sit a proctored exam at with HFE, you must agree to conduct yourself in accordance with the following proctored examination rules.

Identity Verification:

- To start your exam, you must have valid photographic I.D (passport or driving license) which clearly shows that you are who you say you are. This ID must match the name that you use in your HFE learning account.
- Only government issued forms of identification can be accepted. Current college or university cards may be accepted in some cases, but these will be subject to further verification checks following the exam.
- You must not wear any non-religious head coverings (e.g. hats, masks). Where religious head coverings are worn, it must still be possible to verify your identity.
- Unfortunately, no I.D, no exam.

Environment:

- You must be in a well-lit room, preferably with overhead lighting. You should not have your back against a window.
- You must be alone in a private room and you should take appropriate measures to ensure that you are not disturbed (e.g. locking doors, place notices on doors, shutting pets out of the room).
- The room must be completely quiet and background music and/or television is not permitted.
- Your workspace must be completely clear of any objects, including stationary, paper, books, tablets, mobile phones, calculators, keys, or any other miscellaneous objects.
- You must be able to perform a physical scan of your room/environment at the start of your exam using your webcam. At this point, you must not have any writing or notes on desks, walls, furniture, or anywhere in your assessment environment.
- The device (laptop/desktop) that you are using to take your exam must only have 1 monitor connected. If you do have a second monitor, this must be disconnected before the start of the exam.

Behaviour and Conduct:

- Once the exam has started, you should remain seated and you must stay in the same room throughout the exam. This room must be the same as that you scanned for the proctor at the start of your exam.
- You are not permitted to have any other person in the room with you at any time during your exam.

- You must not have any other programmes, browsers, tabs or applications open at the start, or during the exam. A single browser (Chrome or Firefox) and tab must be used to access the exam and this must have the Proctor-U browser extension installed.
- You are not permitted to use any screen recording devices, including the use of external cameras.
- You must not print any part of your exam or screen during the exam, including taking photographs of your screen.
- You must be fully dressed and in clothing that is suitable for wearing in public.
- You must not use headphones, ear buds, or any other type of listening equipment or device.
- You must not communicate with anyone during your exam, by any means.
- You are not permitted to use a phone, or any other communication device, for any reason.
- You should try to keep your eyes on your screen as much as possible throughout the duration of the exam. An occasional off-screen glance is permitted and perfectly natural, however, prolonged and/or more frequent off-screen glazing is likely to be flagged as 'suspicious activity'.

Exam Results:

- You will receive the results of your exam instantly once you have submitted your paper.
- Please note that all exam results are 'provisional' until we have reviewed the proctoring records and notes from your exam.
- Once the exam has been verified, the results will be confirmed, and posted to your online course.

Exam Misconduct:

In the event that any suspicious activity is identified during your exam, a rigorous and thorough investigation will be conducted by our quality assurance team. This investigation will involve our colleagues watching the entirety of the video and audio footage captured during your exam.

If you are found to have broken these exam rules, and/or you are engaged in any other form of suspicious activity that might be deemed to have given you an advantage during the exam, your exam result will be voided and you will score 0 for your exam. Additionally, you may be subject to further disciplinary action/sanctions, in accordance with our Learner Disciplinary Policy.

Any learner found to be deliberately attempting to cheat during a proctored exam will not be permitted to take future exams/re-sits online. Instead, they will be required to attend a test centre to take their exam.