

CICM exams with ExamRoom.AI proctoring - Frequently Asked questions

1. Who is ExamRoom.AI?

ExamRoom.AI is a US company with considerable experience in delivering proctored exams to universities and professional institutes worldwide. They were the first to integrate artificial intelligence (AI) into their proctoring exams, and use a range of advanced techniques to ensure exam security. ExamRoom.AI delivers our Accounting Principles and High Court Enforcement exams.

2. How and when do I book?

You complete a CICM exam booking form. This is available approximately 6 weeks before the exam. See the assessment timetable on CICM website for deadline dates and fees.

3. What if I require special access, special educational requirements or other assistance?

You must inform the CICM of any special requirements or access needs before you book your exam, preferably at time of CICM registration. Contact the CICM Awarding Body at E: awardingbody@cicm.com or call T: +44 (0)1780 727272.

4. What happens if I need to cancel or amend my booking?

You need to contact CICM Awarding Body. no less than 48 working hours before your exam at E: awardingbody@cicm.com or call T: +44 (0)1780 727272.

5. Will I lose my fee due to cancellation?

Not unless you give less than 48 hours (two working days) notice.

6. What will I need for ID?

Primary ID must be current, valid (i.e. not expired), and contain your name exactly as registered, PHOTOGRAPH and signature:

- A valid/ current passport of any country
- A government issued photo driving licence (full or provisional)
- A government issued state/country identification card
- A government issued alien registration card, green card or permanent resident's visa
- Military ID
- Signed University/ College/ Learning Provider ID
- Employee ID
- Bailiff General Certificate

Secondary ID must contain your signature:

- Any ID from the primary list
- Credit / Debit or ATM card

Please check that your first name and last name match **exactly** with the identification documents that you intend to present on the day of your test. If the details do not match, please contact assessments@cicm.com, as soon as possible. **You will not be admitted to the exam and will lose your fee if you fail to present the correct identification.**

7. Are you allowed to use notepaper or equivalent, e.g. whiteboard? What are you required to do with them after the exam?

You are not allowed notepaper during the exam. However, CICM allows you to use a small, wipeable whiteboard for notes. If you chose this options, the Onboarding Agent will confirm that it is clean, and the Proctor will ask you to wipe it clean upon completion of the exam.

The Recognised Standard

T: 01780 727272

E: awardingbody@cicm.com

www.cicm.com

8. Can I use my own calculator in the proctored exam?

Yes, but it must be a simple, non-programmable calculator and you must allow the Exam Proctor to check it at the start of the exam.

9. What are the required conditions for remote proctored exam administration?

Compatible computer and an isolated well-lit room.

10. What technical specifications will you receive prior to taking the remote proctored exam?

When your exam is scheduled, you will receive an email from ExamRoom.AI with the technical requirements, and also a link to perform a system check to ensure your computer is compatible. You can also perform this test beforehand by going to this location:

<https://examroom.ai/systemtest/#/>

11. Are there any special exam set up requirements?

Yes, you need to find a quiet, clear, private space, fairly close a toilet if you plan to take the 5 minute break. On exam day, you must remove all reference material and ensure your desk is clear. Please ensure that your desktop is clean and that you are not near any books, notepads, sticky notes, papers, pens or other writing instruments. Additional monitors and computers must be unplugged and turned off. Items on the wall with writing on them, such as whiteboards, will be inspected. If your workspace does not pass a room scan, you will not be permitted to take the exam.

12. What about equipment requirements?

You will require a reliable device with webcam to take the exam, and a strong internet connection which meets the specification below. Avoid taking exam in setting with corporate firewall (including VPN), where possible, or alert Network Administrator of network configuration requirements. If possible use a personal computer rather than work computer.

When you have sourced the correct equipment, you should use this link to run a system check to make sure that your equipment will work with ExamRoom.AI's software:

<https://examroom.ai/systemtest/#/>

Please shut down all non-essential applications before launching the software. Also you must carry out the test on the same computer as you plan to use in the exam and in the same place because internet connectivity may vary.

CICM recommends that you test your equipment well ahead of exam day to avoid disappointment. **You will not be admitted to the exam if you fail the system test on Exam Day and will lose your fee.**

13. What happens if you have a fixed camera? What happens if a you cannot physically lift your computer and do a pan of the room, e.g. using a desktop and/or are hard wired to the internet?

You will have to reschedule.

ExamRoom.AI Technical Specification

Operating System	<p>Windows 10 Mac OS 10.13(High Sierra) and above (excluding beta versions)</p> <p>Note: Windows Operating Systems must pass Genuine Windows Validation.</p> <ul style="list-style-type: none"> • Windows Vista, Windows XP and Windows 7 are strictly prohibited for exam delivery • All Linux/Unix based Operating Systems are strictly prohibited.
Firewall	<p>Do not take your exam in a setting with a corporate firewall (including VPN), or, alert your Network Administrator to the network configuration requirements. We recommend testing on a personal computer. Work computers generally have more restrictions that may prevent successful delivery.</p>
RAM	<p>OS specified minimum RAM 4 GB RAM or more</p>
Display	<p>Minimum Resolution: 1024 x 768 in 16-bit colour. Additional monitors are forbidden.</p>
Internet Browser	<p>The newest versions of Microsoft , Chrome 81 and above and Firefox 71 and above</p>
Internet Connection	<p>For optimal performance, a reliable and stable connection speed of 3 Mbps down and 3 Mbps up is required. Where possible, we recommend testing on a wired network as opposed to a wireless network. If testing from home, ask others within the household to avoid internet use during your exam session. Tethering to a mobile hotspot should be used only as a last option</p>
Webcam	<p>Webcam must have a minimum resolution of 640x480 @ 30 fps. Webcam may be internal or may be external and connected to the computer. Mac users should allow users within their 'System Preferences: Security & Privacy: Privacy' settings for Microphone, Camera, Automation and Input Monitoring by Chrome or by FireFox depending on the browser you are using. You must be able to physically lift your computer to pan of the room with your camera.</p>
Sound & Microphone	<p>Verify the audio and microphone are not set on mute in Windows. Mac users may need to allow Chrome or Firefox within their 'System Preferences: Security & Privacy: Privacy' settings for Microphone, Camera, Automation and Input Monitoring.</p>

Browser Settings	Internet Cookies must be enabled. Any Pop-Up blocking setting(s) must be disabled.
Device	All tablets are strictly forbidden, unless it has a physical keyboard and also meets the operating system requirements mentioned earlier.
Power	Ensure you are connected to a power source before starting your exam to avoid draining your battery during the exam for your cell phone and laptop

14. Is there support in setting up my equipment?

Yes, if you experience difficulties, contact ExamRoom.AI's Customer Support team for assistance:

Email: info@examroom.ai

Live chat: on ExamRoom's home page - examroom.ai

Call: 877-848-EXAM (3962) Free call

Call Centre hours

Monday - Friday: 08:00 - 20:00

Saturday: 09:00 - 15:00

Sunday: Closed

15. Can I receive any exam assistance during the exam?

You may not receive any assistance from others during the exam, and you may not allow others to see the exam questions on your computer screen.

- If another person enters the room while you are testing, your exam will be terminated.
- The Proctor cannot answer questions related to exam content.

16. Can I communicate with the Exam Proctor?

Yes, by chat, audio or video.

17. What happens if I have a technical problem during the exam?

The Proctor will arrange technical support if you experience a problem during the exam. If this can't be resolved, e.g. due to a poor internet connection, you will have to reschedule your exam. In this case, contact CICM Awarding Body immediately at E: awardingbody@cicm.com or call T: +44 (0)1780 727272. You will have **just one further opportunity to sit the exam** (within 7 days) when you will receive a different version of the exam. After this you will have to wait until the next exam period.

18. Am I allowed any equipment in the exam?

Yes. You are allowed a small wipeable whiteboard, a simple calculator (non-programmable, and water in a clear glass or bottle. However the Onboarding Agent and Exam Proctor will ask to see these to check that the calculator is permissible, and the whiteboard is clean at the start of the exam and that you have cleaned it before you end the exam. You are not allowed to take any notes away from the exam.

19. What if I'm late?

If you arrive more than 15 minutes after your appointment time, you will not be able to enter the exam room and your entry fee will be lost.

20. What is the format of the examination, for example is there a tutorial on how to

use the system?

There are no optional questions or elements in the exam, so you will need to attempt them all. This is consistent with CICM's other core units.

Each section contains 3 types of question (A, B and C) which are worth different mark values up to the 20 available for the entire section. In each section:

- **The first question (Question Type A)** will be a straight-forward task worth 4 marks
- **The middle questions (Question Type B)** will be some form of substantive task worth usually in total between 10 and 14 marks
- **The last question/s of the section (Question Type C)** will be for the remaining marks up to 20, and may have some connection with, or develop, the middle questions.

There are example exams and advice on CICM Knowledge Hub, including a timed mock exam (after 1 June 2020).

21. Concerns during the exam

If you have a concern during the exam, you can speak to the Proctor or use the online chat. If you experience hardware or software problems, or distractions that affect your ability to take or continue the exam, notify the Proctor immediately.

22. What is the pass mark for accounting principles online exams?

The pass mark for the Accounting Principle exam is 50% for Level 3 Pass and 40% for Level 2 Pass.

23. Will I get my result on the day like other CICM online exams?

No, your answers will be marked by an examiner and moderator, and so you will receive your result about 6 weeks later (see assessment timetable on CICM website for results day).

24. How is my personal data held?

The personal data you have provided will be used only for the administration of the Institute's examinations, and will be passed to your education provider and examination centre solely for this purpose. We will not share your details with any third party outside of Europe unless these have been provided as part of your registration details or consent has been given. Where personal information is processed and retained by a service provider in the United States, the organisation either uses a UK-based server, or we have appropriate agreements in place which include a requirement that the organisation utilises appropriate data security safeguards and maintains its certification under the EU-US Privacy Shield Framework.

25. What happens to my assessment results?

Your results are:

- Held within the Institute's computer system in perpetuity
- Kept on your personal file
- With your permission notified to your education provider
- Published in Credit Management where success in an examination leads to the completion of a CICM Diploma in Credit Management
- In the case of prize-winners, notified to the organisation which offers the relevant CICM prize or award and published in Credit Management
- Verified to recruitment agencies, employers and prospective employers where appropriate.
- Uploaded to the Personal Learning Record database on request.

26. Does the government have access to my candidate data?

Yes, some of the information you supply will be used by the Skills Funding Agency to fulfil its statutory functions, issue and/or verify your Unique Learner Number (ULN) and update and/or check your own Personal Learning Record. Further details of how your information is processed and shared can be found at <http://goo.gl/6bnYfS>.

27. Where do I report concerns about my exam experience?

If you have any cause to complain about any aspect relating to your examination, you should submit your views, in writing or by email, to the Awarding Body Co-ordinator at the Water Mill, Station Road, South Luffenham, Oakham, Rutland, LE15 8NB or Email: awardingbody@cicm.com within seven working days of the examination.

28. How are the candidates on-boarded?

ExamRoom.AI has Onboarding Agents, separate from the Exam Proctors, this gives the additional attention needed for identity verification.

During the onboarding process, the Onboarding Agent will:

- Approve the system check
- Take a photo scan of government issued IDs
- Take a photo of the candidate and records typing DNA.
- Require you to perform a room scan during which you must:
 - Show the entire room, on/under desk
 - Close all doors
 - Remove any prohibited materials
 - Have no other individuals
 - Have no additional monitors or devices nearby
 - Have no TV, radio or other device playing in the background

29. What are the steps or procedures regarding lost internet connection during the examination process?

Technology: The ExamRoom.AI system tries three times to connect with the session generated by their sever. If they are unable to connect, the exam test console closes and ExamRoom.AI Technical Support will call you right away

Candidate induced: ExamRoom.AI systems can detect if a candidate intentionally disconnects the internet or exits the browsers upon four confirmation popups. In this event The ExamRoom.AI defers the decision to the CICM Awarding Body to ascertain the next step for the candidate.

30. Can the Proctor pause and/or stop the candidate from continuing with the examination?

Yes.

31. Will you be required to sign non-disclosure statements and terms before the start of your exam?

Yes, this is done before and/or after onboarding. If candidates you do not accept the terms, ExamRoom.AI will not start the exam.

32. Is the test administration recorded?

Yes.

33. Does the Proctor onboard candidate while proctoring others?

No. ExamRoom.AI has separate individuals who on-board candidates and proctor exams.

34. What are the steps taken to verify and/or authenticate your identity?

Facial scans must match Government issued ID. Also the Onboarding Agent captures typing DNA.

35. Are you required to pan the room (360) at the beginning of the exam?

Yes.

36. What are the reasons a Proctor would not allow a candidate to begin the exam?

- Non-compliance to onscreen terms and agreement of rules.
- Refusal to conduct room scan.
- Refusal to remove prohibited materials or people from the exam testing area.

37. Can I take a break during the examination process? If so, what are the procedures?

- Yes, we have agreed that you can take a **5 minute comfort break** during the exam.
- When you need to go for a break, you should ask the Proctor and the Proctor will confirm.
- The Proctor will watch the timer for the allotted time (5 minutes only) based on CICM rules.
- If you exceed the allotted time, the Proctor will issue a time-stamped flag, then issue a verbal warning.
- If you do not return or return after a time decided with CICM, the exam will be cancelled, and the Proctor will call you to see if you are ok (if you do not return to the exam),

38. Can I eat, drink or take a break during the exam?

As your exam is long, you are allowed one 5 minute break during the exam. At that time, you may leave your desk to use the restroom.

Water in a clear glass or bottle is allowed during the exam; however, eating, smoking, and chewing gum are prohibited.