

# EXAM REGULATIONS – ONLINE EXAMS WITH REMOTE INVIGILATION

*PMQ Regulated Qualifications*

## Introduction

1. The Exam Regulations are in place to protect the integrity of PMQ qualifications, and to ensure the fair treatment of all learners.
2. It is recommended that you also read the PMQ Candidate Guide for Online Examinations with Remote Invigilation.

## Scope

All learners taking online exams with remote invigilation for ALL PMQ qualifications must comply with these Exam Regulations

## ID check requirements

3. You are required to show proof of identity. You must present one item from the following, which must show a photograph and signature:
  - ✓ Current Valid Passport (any nationality)
  - ✓ Current Full or Provisional UK Photo Card Driving License
  - ✓ UK Residence Card
4. If you do not have a valid ID (as identified above), you must contact PMQ at least 10 working days before your exam so that alternative exam validation arrangements can be put in place.
5. Learners who do not present ID meeting the PMQ identity check requirements, may have their exam voided.

## Exam Conditions and Regulations

6. You must behave professionally and honestly during the exam and ensure that your conduct does not compromise the integrity of PMQ qualifications.
7. You must take the exam in a private, well-lit room with a workstation (desk/table) free from personal items. The room must have a closable door.
8. No other person or persons must be in the room during the examination.
9. The exam is accessed on the ProctorExam platform using a laptop/PC (meeting the specification on the PMQ website). You are not permitted to access other applications e.g. Microsoft word, outlook, other internet sites or similar during the exam.
10. You must carry out the pre-exam environment checks, ensuring you scan your workstation and room, in accordance with the onscreen instructions.

11. It is a requirement that you are monitored throughout the duration of the exam via your webcam, screenshare and mobile phone (using the ProctorExam App). You must check your cameras (webcam and mobile device) are positioned correctly when instructed onscreen. Footage from the webcam, screenshare and mobile phone will be recorded and reviewed.
12. You must only use one monitor/screen. A second monitor is not permitted.
13. There should be no unauthorised materials on bookshelves, walls, tables, workstations or similar.
14. You are not permitted to have any additional paper or notes in the exam environment.
15. You must not be interrupted for the duration of the exam and must not communicate with another individual during the exam, except the online chat Tech Support available on the ProctorExam platform or PMQ (see paragraph 21 below).
16. Hats or head coverings are not permitted except when worn for religious reasons and only if your full facial features are clearly visible. You are not permitted to wear sunglasses\*, smart watches, headphones/headsets or earplugs.
17. You must not block your webcam and are required to remain in full view of your webcam for the duration of the exam.
18. You must not move around the room or leave the room and attempt to return to continue the exam.
19. You are not permitted to smoke or vape during an exam.
20. If you experience significant technical difficulties in an exam and the online chat Tech Support available on the ProctorExam platform is unable to assist, you may use your mobile phone to contact PMQ.

*\*If you have a medical condition which means you need to wear sunglasses, please contact PMQ before you sit the examination.*

## Permitted materials and devices

21. You are permitted the following only in the exam:
  - ✓ laptop/PC which is being used to take the exam
  - ✓ one mobile device with the ProctorExam App downloaded to record you throughout the exam
  - ✓ a second keyboard
  - ✓ a computer mouse
  - ✓ a drink in a clear drinking vessel
22. You must ensure that your workstation is cleared of any other items, other than those specified above.
23. Candidates will be required to comply with the permitted materials check.

## Non-Compliance with Exam Conditions and Regulations

24. The mobile phone, webcam and screenshare footage is reviewed to validate each exam. Potential breaches of the Exam Conditions and Regulations are reported to PMQ.
25. Attempting to amend or adjust the preliminary result notification.
26. PMQ investigates any potential breaches of the Exam Conditions and Regulations in accordance with the PMQ Malpractice and Maladministration Policy – PMQ Regulated Qualifications and PMQ Malpractice and Maladministration Procedure – PMQ Regulated Qualifications.
27. PMQ will take action in accordance with the PMQ Sanctions Policy – PMQ Regulated Qualifications, to minimise risks to the integrity of PMQ qualifications and maintain confidence in the qualifications.
28. Non-compliance with the Exam Conditions and Regulations may also be a breach of the PMQ Code of Conduct which may be investigated.
29. Examples of Exam Violations are set out in Appendix 1.

## Exam violations

The following list sets out examples of exam violations. This list is not exhaustive and any other actions/behaviours which may compromise the integrity of an exam will be investigated:

- (i) Failing to show valid ID (as identified above) or showing ID which is not clearly visible;
- (ii) Failing to complete all the pre-exam checks properly in accordance with the onscreen instructions, including the permitted materials checks;
- (iii) Having any books e.g. legal textbooks, study books, (other than the statute books for the exams specified above), revision notes, work papers or similar materials or dictionaries in the exam room or attempting to use or using such materials in the exam;
- (iv) Having an unauthorised device in the exam room (e.g. including but not limited to a second mobile device, a second laptop/PC smart watch, portable media player, e-reader, PDA, or similar device). Candidates are required to have one mobile device with the ProctorExam App downloaded in the exam room to record them during the exam. Candidates are not permitted to use this device for any other purpose except to contact PMQ in the event of significant technical difficulties;
- (v) Having annotated scrap paper in the exam or sheets of scrap paper;
- (vi) Having insufficient lighting in the exam room resulting in a candidate not being sufficiently visible on the camera recordings;
- (vii) Having a calculator in the exam. There is a calculator function in the online system which will be available for any exams which require calculation;
- (viii) Accessing or attempting to access other applications for example Word, Excel, windows explorer, files, websites, emails or similar;
- (ix) Communicating with or attempting to communicate with anyone during the exam. Candidates are only permitted to contact the online Technical Support or PMQ;
- (x) Having another person present in the exam room at any point during an exam;
- (xi) Attempting to copy or copying the work of another individual during an exam;
- (xii) Arranging to be impersonated by another individual in an exam;
- (xiii) Accessing confidential exam materials prior to an exam;
- (xiv) Smoking or vaping in the exam environment;
- (xv) Using earplugs, headphones, or headsets during the exam;
- (xvi) Using multiple screens. Candidates are permitted to use one screen only;
- (xvii) Wearing a smart watch during the exam;
- (xviii) Wearing sunglasses during the exam;
- (xix) Wearing a hat or head covering (except when worn for religious reasons), a candidate's full facial features must be clearly visible;
- (xx) Behaving suspiciously for example, continuously looking around the room or in a particular direction i.e. up/down/left/right, at wrists, or hands;
- (xxi) Opening drawers, cupboards, or other furniture during the exam;
- (xxii) Altering or interfering with PMQ assessment documentation, for example, results notifications or certificates.