

Candidate guidance and regulations for CIPS remotely invigilated exams using VICTVS V3.

Please read this document carefully BEFORE attending your exam.

Computer based exams:

The CIPS exams are delivered via computer-based testing (CBT) software and are conducted by Remote Invigilation through our delivery partners VICTVS and TestReach. Remote invigilation allows you to take your exam on your own laptop or computer in a suitably quiet location.

To use our remote invigilation option, CIPS will ensure that you are provided with the relevant information regarding the web address required to access the system. The laptop /computer & mobile device should have the following system requirements:

To use the VICTVS V3 remote invigilation application (app) on your mobile device, it must meet the following minimum specification:

- iOS – iOS 13.4 and above. Devices – iPhone 7,7 plus, 8, 8 plus, X, XS, XS Max, XR, 11, 11 pro, 11 Max Pro, SE (2nd gen), iPad Air 2 (and above), iPad Mini 4, All iPad Pro models
- Android – 8.0 and above.

You can download the mobile app at:

- Apple iOS - <https://apps.apple.com/gb/app/victvs-v3/id1517808719>
- Android - <https://play.google.com/store/apps/details?id=com.victvs.v3&hl=en>

Please ensure that your mobile device is fully updated – including the operating system – BEFORE you download the VICTVS V3 app.

The laptop or computer should have the following system requirements:

- A large screen
- Mac 10.8+ or Windows 7+ operating system (please note that surface Pros/tablets/notebooks are not compatible with the CBT application)
- Intel Core i3 (or equivalent) and 4GB RAM
- Continuous internet speed of a minimum of 516 kbps

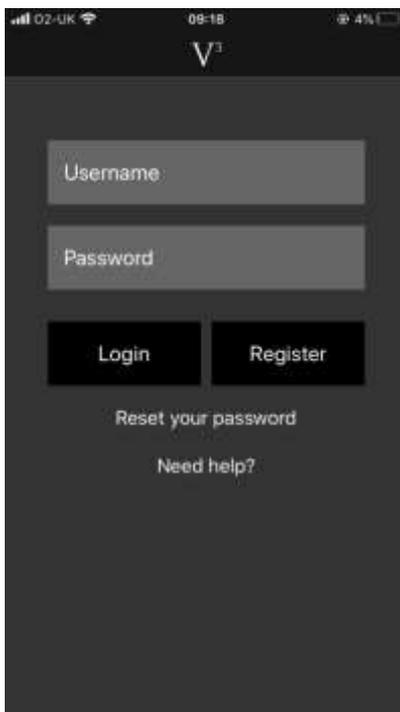
You can log into TestReach to sit your exam via Google Chrome browser on your laptop/computer on:

- app.testreach.com

Accessing your online exams

If this is your first CIPS computer based exam you have registered for, you will have received an email from TestReach Customer Support confirming your booking and user ID (this will be your email address that you have registered with CIPS). To ensure you always receive these emails, please ensure TestReach is added to your trusted contacts.

Your enrolment email from TestReach will provide you with the relevant information and guidance to download the TestReach app in order to use the TestReach system prior to your exam. You are then required to login and take the 'test tutorial' prior to your exam to ensure that you familiarise yourself with the system. You will need to download the VICTVS V3 account from your mobile app store. You will then need to register your account using the email address you have registered to your MyCIPS account.



You **MUST** check that the equipment you will be using to complete the exam matches or exceeds the specification above and this will need to be completed at least **5 working days** before the exam. You will also need to test that your camera and audio is working correctly in the VICTVS V3 app. You will need to create your VICTVS V3 account on the VICTVS V3 app using the email address registered to your MyCIPS account.

Data privacy: You will be required to accept the terms and conditions (tick box) for using the TestReach exam software and VICTVS V3 app before starting the exam.

Exam location

The exam must take place in isolation, with no interruptions and in a well-lit, quiet, private room. An open plan office environment is not appropriate.

On the day of each exam

You should **setup your computer and mobile device at least 20-25 minutes before the exam is due to start, in order to login, launch the exam and complete system and validation checks.**

You will need to open the VICTVS V3 app on your mobile device where upon you will enter your registered account details check your internet speed, camera and audio.

You will then need to open the TestReach app on your computer or laptop where you will enter your TestReach log in details. If you have any technical issues with your VICTVS V3 app which may need resolving, you can access live support from the VICTVS V3 Support Portal at www.support.victvsv3.com

Before the exam starts – validation process

- You will be able to login to your exam session on the VICTVS V3 app on your mobile device **15 minutes before** the exam start time to complete your system and ID checks.
- Set your mobile phone to airplane mode with the WiFi activated.
- You will then need to select your exam session from the Sessions tab in VICTVS V3.
- You ***must*** have your exam confirmation (an electronic copy is acceptable) and photo ID. You will be asked to show these documents to the invigilator.
- You ***must*** also have your login details (user ID) and password for TestReach. This will be the email address you have registered with CIPS.
- You will be required to show your working area to the invigilator using the VICTVS V3 app. You should be prepared to show them around the room and under your desk to check the integrity of the exam location. Any security risks that could prevent you from taking the exam, are including but not limited to:
 - Additional monitors or computers (these must be clearly unplugged and turned away)
 - Wall art / posters (the invigilator may ask to inspect these)
 - Other written materials in the room / whiteboards must be wiped clean
 - Computer area must be completely clear of all materials or additional equipment.
- You ***must*** remove any unauthorised items before the exam starts.
- You will then need to place your device in a position in the room that allows the invigilator to see the whole room.

Please refer to the VICTVS V3 website for full guidance videos: www.support.victvsv3.com

Please note the following very carefully:

You **MUST NOT** begin your exam until the invigilator has instructed you to do so. Starting your exam without the permission of your invigilator will invalidate the result.

Personal belongings - During the exam, you ***must not*** access the following types of personal items: Mobile phones, pagers, watches or any form of electronic devices, wallets, purses, bags, coats, hats, books or notes.

In addition:

- Once you enter the VICTVS V3 app, you will complete system/ personal identification checks.
- You can access your exam session on the day of your exam via the Sessions button in the VICTVS V3 app.
- You will not be able to start your exam before the stated time.

If you are delayed in accessing the exam session, you will be permitted to commence the exam up to 30 minutes after the scheduled start time. **However**, you will not be given additional time to make up for the delayed start. If you are not connected within 30 minutes, your session will time out and you will not be able to do the exam.

If you are not able to access your exam within the first 30 minutes and therefore not able to sit your exam, please contact CIPS with the details at remote.invigilation@cips.org

During the exam

For the duration of the exam you will be recorded via your camera on your mobile device. In the unlikely event that you experience any technical difficulties please use the contact details on the VICTVS V3 app or the chat function in the app. If you are unable to resolve your issue please contact CIPS at: remote.invigilation@cips.org. Additional support is available from the VICTVS V3 Support Portal at www.support.victvsv3.com.

The invigilator is unable to answer any questions or enter into any discussion regarding the content of the exam. If there is a concern regarding a question within the exam, you should answer it to the best of your ability and continue with the exam.

- Breaks (leaving the exam room) are **not** allowed during the exam for any reason. If you leave the room your exam result will be invalidated and you will not be allowed to resume the exam later.
- You are **not** allowed to move around the exam room i.e. no wandering around the room. You must remain in the camera viewing area at all times.
- Eating, smoking and chewing gum are **not** allowed during the exam. Soft drinks are allowed, but only from a clear container (glass or bottle with the label removed).
- Note paper is **not** allowed during the exam for any reason. There is a notepad facility within the TestReach system that can be used if required.

Monitoring

You will be recorded via the camera on your mobile device for the duration of the exam. Once completed, CIPS will be provided with a report that will detail any infringements or breaches of exam regulations.

Issues could be such things as (but not limited to):

- A phone rings
- A person enters the room
- Suspicious behaviour (eye movement, head movement, hand movement, talking or mouthing or other indications of external communication)
- There is excessive noise outside the room
- Accessing any unauthorised material such as notes or course books

The type and severity of the issue will be considered by the invigilator in order that they can then report this to CIPS.

Breaches of regulations

Any breach of exam regulations will be taken extremely seriously and will result in disciplinary action. Candidates will not be awarded marks for any answers submitted and may face a ban on taking assessments for up to three years.

Special consideration

Despite all best efforts, occasionally incidents do take place which may have affected your performance or you may have suffered something of a personal nature which may have affected you during the exam.

If you feel that such an incident has occurred, you should firstly refer to the CIPS Reasonable Adjustment and Special Consideration policy. This is available on the CIPS website <https://www.cips.org/learn/student-zone/policies-and-procedures/>

Requests for special consideration must be submitted) to CIPS within 7 days of the exam and should provide details of the incident for consideration by the appropriate CIPS Board before the issue of exam results.

Inability to sit the exam

If illness prevents you from attending the exam, you may defer your enrolment. You should contact CIPS; helpdesk@cips.org and you will be required to provide a written explanation to CIPS within 14 days of the exam, supported by a medical certificate. The exam fee will be credited to your account for future use, but you must submit a new exam entry form for the series of your choice.

November 2020
CIPS Awarding Body