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CIRO Proficiency Program

1008 – Remote Exam Policy

Supported by



FitchLearning



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Purpose of Policy

The purpose of this document is to explain the requirements and responsibilities for taking a CIRO Exam by Remote Proctoring.

Scope of Policy

This policy applies to all Candidates enrolling in CIRO Exams.

Definitions and Terminology

- **CIRO Exam:** any exam offered by CIRO, delivered and supported by Fitch Learning.
- **Candidate:** an individual who is taking, or intends to take, a CIRO Exam.
- **Remote Exam:** any CIRO Exam that is taken globally with Remote Proctoring.
- **Remote Proctoring:** a method of supervising online exams using technology to ensure test integrity and prevent cheating, allowing Candidates to take assessments from any location.
- **Technology:** the software and hardware necessary for taking a Remote Exam.
- **Test Centre:** a location in Canada provided by Prometric in which a Candidate can take a CIRO Exam.
- **ID:** acceptable identification for the purpose of Candidate validation.
- **ProProctor Live:** the type of Remote Proctoring used for CIRO exams. This means live interaction with a Readiness Agent and Proctor on exam day.
- **Readiness Agent:** A Prometric staff member who checks the Candidate's ID and environment, and ensures security prior to launching the exam.
- **Proctor:** a Prometric staff member who monitors the Candidate, security protocols and technology.
- **Exam Attempt:** an Exam Attempt is recorded where a Candidate takes an individual CIRO Exam and receives a pass, fail or absent result.
- **Enrolment Period:** the period from the date of Exam Enrolment up to a maximum of 12 months, during which the Candidate may complete up to three Exam Attempts for a specific exam.
- **Enrolment Fee:** a fee for the first Exam Attempt within an Enrolment Period.
- **Retake Fee:** a fee for the second or third Exam Attempt within an Enrolment Period.

Policy Statement

Candidates have the option to take their exams by Remote Proctoring from any suitable location that meets Prometric's requirements. They are required to follow this policy and the procedures for CIRO Exams.

Policy Requirements

Remote Exams can be taken globally, and Candidates will have the option to select this option through the Candidate portal at the time of booking their exam.

Detailed information on taking an exam remotely through Prometric is linked here:

<https://www.prometric.com/remote-exam-experience>



When enrolling for a Remote Exam on the Candidate portal, Candidates must attest they will seek to understand the environmental and security requirements, and have tested the technology requirements needed for Remote Proctored exams prior to scheduling their exam. Information on these requirements can be found here:

<https://www.prometric.com/files/ProProctor/ProProctorUserGuide.pdf>

Candidates are encouraged to read the requirements for technology and test their system at least four days in advance in case they need to reschedule their Exam Attempt to a Prometric Test Centre.

Candidates who do not meet the environmental, security and technology requirements on exam day will not be permitted to take their exam.

Identification

Candidates must present a **valid government-issued** identity document to the Readiness Agent.

The ID must:

- Include a clear photo of the Candidate.
- Include the Candidate's signature.
- Be original (photocopies are not accepted).
- Match the name in the Candidate portal.
- Not be expired.

Candidates without acceptable and valid identification will not be permitted to take their exam.

Candidates can learn more about ID requirements at <https://fitchlearning-na.zendesk.com/hc/en-ca>

Remote Exam Conditions

Remote Exams are delivered by ProProctor Live. The following conditions apply:

- The Proctor will screen Candidates, their personal belongings and their testing environment during check-in, after any unscheduled breaks and as needed at any time during the exam.
- During the exam, Candidates will be observed and monitored through continuous live video, screen sharing and audio feeds.
- Candidates should consult the Proctor if they experience any technical issues (e.g. issues with camera, sound or Wi-Fi). Candidates will receive instructions on how to do this before their exam.
- The Proctor may conduct additional security checks related to any behaviour(s) or testing environment issues observed during the Remote Exam (note: the exam timer will not be paused during this time).
- Unscheduled breaks of no longer than 15 minutes can be taken, if necessary; however, the timing of the exam will not be paused.

The Proctor has the right to terminate a Candidate's Remote Exam if the Candidate violates exam security and/or commits any other exam violation as per the Candidate Conduct Policy.

Candidates can learn more about the Remote Proctoring requirements here:

<https://www.prometric.com/files/ProProctor/ProProctorUserGuide.pdf>



Technology Support

Candidates will be provided with all necessary links and contact information for exam-day support prior to the day of their exam.

Remote Exam Candidates who face technical issues before the exam begins, can use Prometric's chat feature to connect to an agent for immediate assistance: <https://rpcandidate.prometric.com/>. Candidates will need to provide the confirmation number from their booking confirmation email to the agent.

Exam-day technical or logistical support is provided by Prometric. Once the exam has begun, Candidates can use the built-in live chat feature to connect to the Proctor, who will work directly with the Candidate on their desktop/laptop to resolve technical issues.

Compliance

Candidates who do not meet the requirements of this policy may be prohibited from beginning or completing their exam and may receive an absent (fail) result. Any further attempt of the exam will be considered a new attempt and will require a Retake Fee or Enrolment Fee, as per the Enrolment and Attempts Policy.

As outlined in the Exam Enrolment and Attempts Policy, failure in exam delivery due to technical or procedural issues outside the Candidate's control may result in a replacement attempt being granted to the Candidate. Note: this does not include Remote Exam delivery failure where the Candidate has not selected an adequately secure area or undertaken the necessary technology tests in advance of the exam session.

Complaints about technical and procedural issues should be reported to Fitch Learning through the support site as soon as possible at <https://fitchlearning-na.zendesk.com/hc/en-ca>. Complaints raised later than seven business days post-exam will not be considered.

Roles and Responsibilities

Candidates are responsible for ensuring they understand the Remote Exam Policy and security requirements, and how to check their environment and technology to comply with this policy.

Fitch Learning are responsible for managing each Candidate's enrolment and Exam Attempts, and for providing guidance and support to Candidates according to CIRO policies.

Prometric are responsible for providing Candidates with exam-day support, ensuring exam security and delivering the exam.

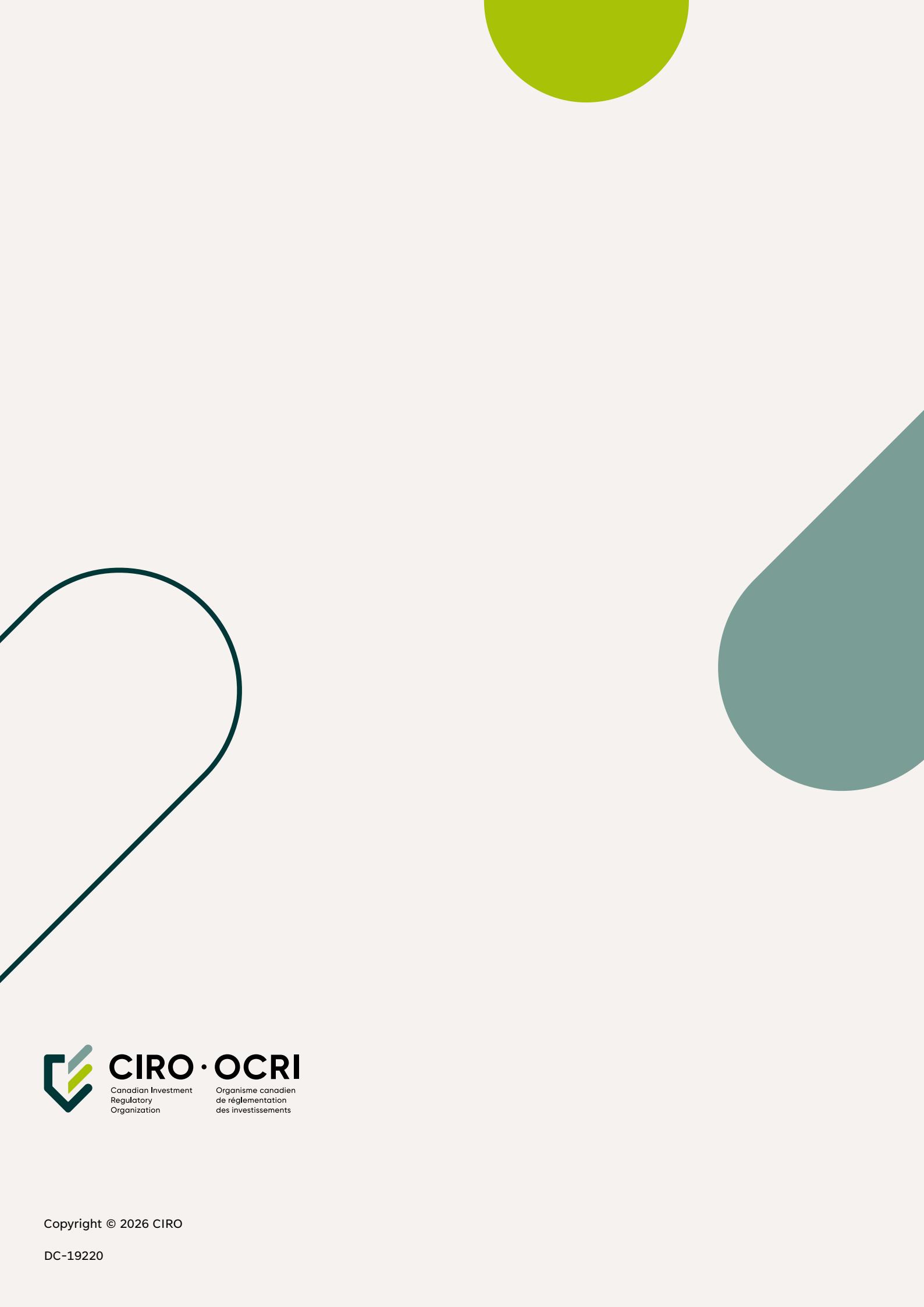
Appendices

[Exam Enrolment and Attempts Policy](#)

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[Remote Exam Support Articles](#)



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