

# Client proctored delivery:

## Recommended candidate rules agreement

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These candidate rules are *recommendations* based on Pearson VUE best practice. They are optional for clients to use/not use as they see fit, and are intended as a starting point for their own operational processes in test delivery using the Client proctored delivery model.

Please review the following test rules agreement. Contact the TA if you have questions. **Note:** In this document, “TA” refers to a test administrator, invigilator, or proctor.

- 1 **NO** personal items, including but not limited to, mobile phones, hand-held computers/personal digital assistant (PDAs) or other electronic devices, pagers, watches, wallets, purses, firearms or other weapons, hats (and other non-religious head coverings), bags, coats, jackets, eyeglass cases, books, and/or notes, pens or pencils are allowed in the testing room. You must store all personal items in a secure area as indicated by the TA or return them to your vehicle. If you refuse to store your personal items, you will be unable to test, and you will lose your test fee.

All electronic devices must be turned off before storing them in a locker. You will be asked to empty your pockets for the purpose of allowing the TA to verify that nothing is in them. If you have hair that covers your ears, you may be asked to show them for the purpose of allowing the TA to verify that no Bluetooth devices are present. The TA may also ask you to roll up your sleeves to verify that you have no writings on your arms. The test center is not responsible for lost, stolen, or misplaced personal items. Studying is not

allowed in the testing space. Visitors, children, spouses, family or friends are not allowed in the testing space.

- 2 Before you enter the testing room, the TA may collect your digital photograph for the purposes of verifying your identity and protecting the security and integrity of the test. You understand that if there are discrepancies during the check-in process, you may be prohibited from entering the testing room, you may not be allowed to reschedule your test appointment and you may forfeit your test application fee.

The identification requirements used during the check-in process are defined by the test sponsor, and the TA has no flexibility to add, delete or alter this process. Upon entering and being seated in the testing room, the TA will provide you with those materials authorized by the test program sponsor for your use during the test to make notes or calculations on, and you will be provided any other material as specified by the test program sponsor. You may not remove any of these materials from the testing room or begin writing on your noteboard until your test has been started. If you need new or additional materials during the test, you must raise your hand. You must return all items and materials to the TA immediately following the test.

- 3 You will log into your assigned workstation and verify that you are taking the intended test that you registered to take. Unless otherwise instructed, you must remain in your assigned seat until escorted out of the testing room by a TA.
- 4 Once you have entered the testing room, you may not communicate with other candidates. Any disruptive, threatening or fraudulent behaviour in the testing room may be grounds for terminating your test, invalidating your test results or result in disqualifying you from taking the test at a future date.

- 5 You understand that eating, drinking, chewing gum, smoking and/or making noise that creates a disturbance for other candidates is prohibited during the test.
- 6 To ensure a high level of security throughout the testing experience, you will be monitored at all times.
- 7 Break policies are established by the test program sponsor. Some tests may include scheduled breaks, and if so allowed, instructions will appear on the computer screen at the appropriate time. It is important to note that whether or not the test time stops depends on the test program sponsor's policy.

If you take an unscheduled break at any other time or if you take a break during a test in which the test program sponsor has not scheduled a break, the test time will NOT stop. The TA will turn off your monitor, or close your laptop, and you must take your ID with you when you leave the room. The TA will check your ID before escorting you back to your seat and you will then turn on the monitor/open the laptop, and resume your test.

- 8 If you are taking any break, **you MUST receive permission from the TA prior to accessing personal items that have been stored** (with the exception of comfort aids, medication, and food, which you may access without permission). Unless specifically permitted by the test program sponsor, personal items that cannot be accessed during any break include but are not limited to mobile phones, test notes and study guides.
- 9 You must leave the testing room for all breaks. **If you want to leave the test center building during any breaks, verify with the TA whether your test program sponsor permits you to leave the building.**
- 10 You must follow ALL appropriate check-in and check-out processes as defined by your test program sponsor. This may include the need to show identification when re-entering the testing room. Unless otherwise instructed,

the TA will escort you to your assigned workstation and resume the test for you so that you may continue with your test.

- 11 If you experience any problems or distractions or if you have other questions or concerns, you must raise your hand and the TA will assist you. The TA cannot answer questions related to test content. If you have concerns about a test question or image, make a note of the items (question) number, if available in order for the items to be reviewed.
- 12 A Non-Disclosure Agreement or other security statement may be presented to you before the test begins. If so presented, you must read, acknowledge, and agree to the terms and conditions of such document, within the specified time limit, if applicable, in order to begin your test. Should you not agree, you will not be permitted to proceed with taking the test and you may forfeit your test fee. If you select "DECLINE," your test session will immediately end.
- 13 After you finish the test, you may be asked to complete an optional onscreen evaluation.
- 14 Unless otherwise instructed, after you have completed the test, you must raise your hand, and the TA will come to your workstation and verify that your test session has ended properly. Depending on the type of test taken, the test program sponsor may display your test score on the computer screen after you have completed the test. You may obtain your score report by logging into the candidate website.
- 15 You may not remove copies of test question or test answers from the testing room and you may not discuss with anyone all or any of the test questions or test answers you saw or viewed during the taking of the test. If you do not abide by these rules, if you tamper with the computer or if you are suspected of cheating, appropriate action will be taken, including the possibility of the test program sponsor taking action against you.