







Get ready for your EECC exam!

The EECC exam is administered **online** using a **live proctoring system**.

Taking an online exam is flexible and convenient. However, it also has specific rules and technical requirements that you must follow.

We strongly encourage you to read carefully all the information below and to watch the 2 tutorials (optimised for viewing in Google Chrome).

Exam platform tutorial - Tools and functionalities

Online proctoring experience - What you need to know

Before the exam

1. BOOK YOUR EXAM TIME SLOT

After your registration has been validated by the ESC, you will receive a link to **book your exam time slot**.

If you do not already have a ProctorU® account, you will need to create one. When setting up your account, you will be asked to select an institution from the list; Please select "CYIM".

We recommend booking your exam time slot **as soon as possible** to ensure you secure the time that is most convenient for you.

Please note that ESC exams are only delivered at specific times of the day, and you must select your time slot from the available options. The times shown will appear in your **local time zone** (based on your computer settings).

IMPORTANT:

If you do not book your exam slot more than 3 days before the exam date, you will be charged a late registration fee by our supplier. This fee will not be refunded to you under any circumstances. Your exam time slot must be booked no later than the day before the exam. You cannot book your exam slot on the exam day.





2. Ensure you have the right equipment

To take the online exam, you will use your own equipment, so it is essential to ensure that you have the correct setup in advance.

You will need:

- A desktop or a laptop computer (tablets or smartphones cannot be used)
- A functioning webcam, speaker, and microphone (headsets or earphones are not permitted)
- A single monitor
- If you use Windows, an active, licensed version is required

You must use a **personal computer** rather than an employer-issued computer, as work devices may have security restrictions that could interfere with the exam. You will also need **administrator rights** on your computer to install the required ProctorU® software (LogMeln Rescue).

For more detailed information, please visit our supplier's dedicated support centre.

IMPORTANT:

ProctorU[®] uses a dedicated browser to run exams. This browser must be downloaded before the exam date. Please click here to download it.

3. Ensure you have the best possible internet connection

To take an online exam, you must have a strong and stable internet connection to avoid any interruptions that could interfere with your exam session.

Recommendations:

- Use a wired internet connection rather than Wi-Fi, if possible
- If you use Wi-Fi, ask other household members not to use the internet during your exam session
- Disconnect any virtual machines before starting the exam

Please note that **public networks may have firewalls or restrictions** that can interfere with your exam session. Therefore, a **personal internet connection is mandatory**.

4. Make sure you choose an appropriate exam environment

The place where you take your exam is extremely important and must meet the following requirements. We strongly recommend that you **set up your exam environment in advance**, before the exam day.





Your environment must be:

- Private: you must be alone in the room.
- Quiet: the room must be free from noise and distractions that could interfere with your exam session.
 There should be no background sounds such as television or radio.
- Well lit: proctors must be able to clearly see you and your testing space.
- Cleared: your workspace must be free of all unauthorised material (books, tablets, etc.)

Your computer must be placed on a **hard, stable surface**. This is a <u>list</u> of inappropriate exam locations.

5. RUN AN EQUIPMENT TEST

To do so, go to the testing equipment webpage and follow the instructions (this page is accessible only if you already have a ProctorU® account). You must test your equipment under the exact same conditions you will use on the exam day. Be sure to use the same computer, in the same environment, and on the same Wi-Fi network.

Please note that **not all elements can be tested** through the online testing equipment page. The **ESC** will **provide you with specific timelines** for completing the technical checks, as well as **detailed information** listing all the elements and tests that must be performed on your equipment. If these checks are **not completed** within **the requested timelines**, neither the **ESC** nor **CYIM/ProctorU®** will be responsible for any technical issues you may face on the day of the exam.

You can test your equipment as many times as needed. However, if you fail several times and then pass, there may still be an underlying issue with your setup. In this case, please contact ProctorU® for assistance.

We also ask you to test your equipment again 2 or 3 days before the exam to identify any potential issues caused by automatic or other software changes.

What should I do if I fail the technical tests?

If your equipment does not pass the checks, you must:

- Contact ProctorU® to additional technical support.
- Change your equipment or part of it, if advised by ProctorU®

Once the issue appears to be resolved, **run another equipment test** to confirm.

If you fail the technical tests and do not seek assistance, neither the ESC nor CYIM/ProctorU® will be responsible for any technical problems you may experience during the exam.

Please note that even if your equipment passes all tests, there is always a risk of technical difficulties on the exam day. System updates, new software installations, or internet provider issues may occur unexpectedly. If possible, we highly recommend having a backup computer available as a precaution.





6. How to request special arrangements for the exam

Wherever possible, the **ESC** will make reasonable adjustments for candidates with special requirements (for example, additional time for candidates with dyslexia).

Such requests must be submitted **as early as possible**, as special arrangements are subject to the **technical and logistical constraints** of the ESC and its suppliers.

On the exam day

1. JUST BEFORE THE EXAM SESSION BEGINS

- Prepare your workspace.
- Prepare your equipment. Make sure that all technical issues have been resolved well in advance
 of your scheduled exam time.
- Prepare your identification documents for the identity check (ID card, passport, or any official identity document with a photo issued in your exact name).
- Close all unnecessary applications and programmes not needed for the exam to ensure optimal computer performance and prevent any interference during the exam.
- Make sure you are dressed appropriately, with your face clearly visible to the proctor

2. START YOUR EXAM

Log in to your **ProctorU® account 2 to 3 minutes before** your scheduled appointment.

Proctor checking and verification

The proctor will verify your **identity**, **environment**, and **equipment**. These checks usually take around **20 minutes**.

You must follow all of the proctor's instructions carefully. Please note that the time spent on these checks does not reduce the time available to complete your exam.





Take your exam

Once the proctor has confirmed that everything is in order, you will be authorised to start your exam.

- Your webcam view and screen will be recorded throughout the exam.
- You must remain visible to the proctor at all times during the exam session.
- Speaking aloud during the exam is not permitted.

The **proctor may intervene** during your session if any requirements are not met (e.g. background noise, reading questions aloud, or if your face is not fully visible in the camera view).

Features available on the exam platform

- An online calculator is available on the exam platform; the use of personal calculators is not allowed.
- Access to reference ranges.
- Caliper for specific measurements.
- Video playback control, allowing you to slow down videos to examine specific details.

Timing

Please **monitor your remaining time** regularly during the exam.

If you reach the end of the allocated time, you do **not** need to submit your exam. It will close automatically, and all your answers will be saved. You will **not** receive a confirmation message that your exam has finished.

If you finish **before** the allocated time, please **submit your exam manually** by clicking the appropriate button.

IMPORTANT:

In the event of a **disconnection due to technical issues**, your exam time will be **paused**. Once the connection is restored and you are reconnected to your session, the **time lost will be added back** to ensure you receive your full allocated exam duration.

3. DEALING WITH TECHNICAL ISSUES

Your proctor will attempt to resolve any technical issues in real time and may receive additional support from the ProctorU® technical team.

If you experience a technical problem during the exam, **notify the proctor immediately** by speaking to him/her or using the chat function. If you get disconnected or lose your internet connection, reconnect to your exam session as soon as possible. Once reconnected, the **time lost will be added** so that you are not disadvantaged.

If you are unable to reconnect or communicate with the proctor and require immediate assistance, log in to your ProctorU® account and use their <u>Live Chat feature</u> to contact their support team.





You must report any technical problems to your proctor during the exam. You should also inform the ESC of the issue on the day of the exam, or at the latest before you receive your exam results. Please note that any technical issues reported after the release of your exam results will not be considered.

4. EXAM POLICIES

- Do **not** use any unauthorised materials, including mobile devices, pre-written notes, or books.
- The use of any recording or photography equipment is strictly prohibited
- Do not communicate with anyone other than the proctor.
- Speaking aloud during the exam is strictly prohibited.
- You must remain with the camera view at all times.
- Taking pictures, screenshots, or attempting to copy/paste any part of the exam content is strictly prohibited

You must behave in an appropriate manner at all times. Any conduct that the proctor deems vulgar, offensive, obscene, abusive, or criminal is strictly prohibited.

Suspicious actions are automatically flagged by the online proctoring system and will be reported to the ESC. If the proctor detects any suspicious behavior or movement, he/she may terminate your exam session immediately. In such cases, your exam will be invalidated, and your exam fee will not be refunded.

Any irregularity may result in sanctions, as appropriate. The **ESC** will review each case and make the **final decision** regarding any sanction to be applied.

