




CPUX

Rules for remote exams

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CPUX – Rules for remote exams

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CPUX – Rules for remote exams

Introduction

This document describes the rules for remote CPUX exams

These rules only apply for theoretical exams – that is, multiple-choice exams. They do not apply for practical exams.

These rules are public.

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1. Rules for remote exams

1.1 Definitions

A **remote exam** is an exam where the examinee is physically distant from the examiner during the period where the examinee has access to the secret exam questions.

A **presence exam** is an exam where the examinee is in the same room as the examiner during the period where the examinee has access to the secret exam questions.

In this document, an **exam** is a multiple-choice CPUX-F exam, or a multiple-choice theoretical CPUX-UR, CPUX-DS or CPUX-UT exam.

1.2 Procedure

A remote exam must adhere to the following steps

1. Before the remote exam, the examiner must

- a. Verify and document the identity of the examinee.

The examinee must show the examiner a valid, government-issued photo ID, for example an identity card, passport or driving license. The examiner must check via video that the picture matches the face of the examinee and that the name of the examinee matches the information on record. The examiner must be familiar with the appearance of common, relevant photo IDs.

- b. Introduce the remote exam.

Inform the examinee about the rules of the remote exam. The information must be given in the language of the examination or in English or in the examinee's native language (see 1.2.10).

In particular, the examinee must be informed that they will be constantly monitored, and that the examiner may interrupt the remote exam to ask the examinee for a room scan or a clarification of suspicious behaviour at any time.

The information must be made available to the UXQB ahead of the remote exam, so the trainers have full knowledge of how the remote exam takes place and can inform the training participants correspondingly.

2. During the remote exam, the examinee must sit alone in a closed room with the doors shut.

Note: Remote exams in open-plan offices are not permitted. If an organization uses open-plan offices, we recommend that the examinee reserves a meeting room for the examination, possibly outside peak hours.

3. During the remote exam, the examinee must be constantly monitored by the examiner through video, audio and remote screen share.

Note: If the available bandwidth is insufficient for constant monitoring, the remote exam will be aborted (see also 1.2.14). In this case it is recommended that the exam is taken in a test centre.

4. Instant messaging should be available in case the video or audio connection is lost.

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Note: Instant messaging is used to remedy the loss of connection or to inform the examinee that the examination has been aborted (see also 1.2.14).

5. During the entire remote exam, the examiner must observe the examinee via one or more webcams.
 - a. At least one of the webcams must be movable so the examiner at any time can ask the examinee to point the webcam in any direction in the room where the remote exam takes place, including the floor, ceiling and the table below the computer used for the exam. Using solely the built-in webcam of a laptop is not permitted.

Note: If the examinee does not own a movable webcam, it must be borrowed for the duration of the remote exam or purchased by the examinee before the remote exam can start. If neither of these options are feasible, the exam must be taken in a test centre.
6. The examinee must be observed by a human being. Artificial Intelligence (AI) and other technical means may be used to support observation, but they must not replace the human examiner.
7. An examiner may supervise up to three examinees simultaneously.
 - a. The introduction must always be 1:1 (one examiner for one examinee).
 - b. It is permissible for an examiner to start a second remote exam five minutes or more after the introduction for the first remote exam has been completed.
 - c. It is also permissible for an examiner to start a third exam five minutes or more after the introduction for the second exam has been completed.
8. The following are strictly prohibited during the remote exam:
 - a. The use of mobile phones or smartphones
 - b. Taking notes on paper. Taking notes using a designated feature in the remote exam system is permitted

Note: Some remote exam systems may not offer a note taking feature
 - c. The use of any devices in the ear, in particular earplugs. Examinees who need to use hearing aids during the remote exam must inform the certification provider at least one week ahead of the remote exam
 - d. Paper dictionaries (which are permissible in presence exams).

Note: Some remote exam systems may offer a full or partial translation feature
 - e. Glasses equipped with webcams and any other device capable of taking pictures or recordings of the screen and the exam content.
9. Applicable data protection rules must be respected.
 - a. If the examinee is located in a country where the European General Data Protection Rules (GDPR) apply, the remote exam must be carried out in accordance with GDPR. In particular, streaming of the observation video to and storage of the video in a country that does not conform to GDPR is prohibited.

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- b. If the examinee is located in a country where the European General Data Protection Rules (GDPR) do not apply, the applicable data protection regulations must be observed.
10. The examiner should speak the language in which the remote exam is taken. The examiner must be able to communicate intelligibly with the examinee in English. The examinee must be informed in advance if the examiner does not speak the language in which the remote exam is taken and that the use of English is required.
11. The certification provider must provide a suitable technical environment for the remote exam.
12. The certification provider must take reasonable precautions to prevent copying or illegitimate use of the remote exam questions or answers.
13. Examinees may use their personal computer for the remote exam, provided that the following is ensured: examinee installs a dedicated exam system provided by the certification provider before the exam.
 - a. The remote exam system must prevent the examinee from accessing any other software or data on their personal computer during the remote exam without exiting the remote exam system.
 - b. If the examinee exits the remote exam system during the remote exam, re-entry must not be possible, and the remote exam must be considered finished at the time when the examinee exited the remote exam system.
14. If the video or audio connection is lost for more than two (2) minutes, the remote exam must be aborted. If the connection can be re-established, the participant may return to the remote exam after a manual intervention by the examiner.
 - a. If the remote exam has to be aborted more than once, the remote exam must be cancelled, and the examinee must be referred to a test centre.
15. To further complicate cheating, the certification provider may randomize the order of the answers to the exam questions. For example, if one examinee receives a question where the answers are listed in the order 1, 2, 3, 4, 5 and 6, another examinee should receive the same question with the answers listed in a different order, for example 5 listed first, 3 listed second, 1 listed third, etc.

Note: Some remote exam systems may not support the randomization feature.

Offences against these rules must be documented and handled analogous to a presence exam.

2. Governance

Violations of the rules in section 1.2 are handled by the certification provider.

Violations that could cause secret exam questions to be exposed must be reported to the UXQB, info@uxqb.org.

At any time, the UXQB is allowed to check the compliance with the rules outlined in this document, for example by asking a person to take a remote exam and report any anomalies to the UXQB. The cost of compliance checks will be paid by the UXQB.