ONLINE EXAM TIP SHEET

Before for the Exam

You MUST do the following to prepare for your NCA online exam:

- ensure you are aware of your exam start time. It should be posted in your NCA Portal. If it isn't, please contact exam@flsc.ca at least 2 days before the exam
- find a quiet place to write the exam, so you won't be interrupted--it should have a desk or table that is clear of items, and a comfortable chair
- review the NCA Candidate Agreement
- check out the proctoring video
- make sure your set-up meets all technical requirements
- test your hardware (computer system) and internet bandwidth at least 24 hours before the exam and again on exam day. To do so, contact MonitorEDU

During the Exam

What you CAN'T do

- allow anyone into the exam room/space while you are writing
- use or have present any electronic tools, other than those required for the exam
- use any attachments or scanned documents for your response
- wear a hat, hood, coat, or bulky clothing (unless it is religious attire)
- wear headphones or earplugs
- have anything in your pockets
- disclose to anyone, or reproduce or publish, **any of the exam content or exam materials**

What you CAN do?

- take breaks -- you are allowed breaks of up to 5 minutes each. First, notify the Proctor. The time for the exam continues to run during the breaks. If there is an unusual pattern in your breaks, the proctor may think it's a risk to the security or integrity of the exam. NCA may review video footage to determine if that is the case. Providers and Proctors may also take appropriate action
- have food and water (in clear containers) handy
- have a pen, pencil, or any printed materials on your desk (e.g., notes, books, paper)

What you MUST do

- show valid government-issued photo ID to the proctor before your exam
- respond to requests from the proctor

What you MUST do (cont'd)

- log in to write your exam 15-20 minutes in advance.
- to keep your place in the queue for a proctor once you have logged into MonitorEDU, remain on the chat line and occasionally type something in the chat box to maintain priority. If you wait too long, the chat line will disconnect. You would then need to reactivate and will lose your place in the queue.
- if you have technical problems with your exam, you must advise the Proctor. They may be able to help. If they cannot, they will note the issues you experienced and alert the NCA. The NCA can then take steps to cancel or re-schedule your exam.
- you must remain connected to your proctor for the entire exam period. If you complete the exam early, you may do a quiet activity, but cannot access the internet. Both your cell phone and web camera must stay connected as well. We remind you that failure to follow the proctor's instructions will violate the Candidate Agreement.

Technical Difficulties

Experiencing technical difficulties or can't access your exam? Contact us and let us know at exam@flsc.ca.