World Class Organization Attains World Class Accreditation

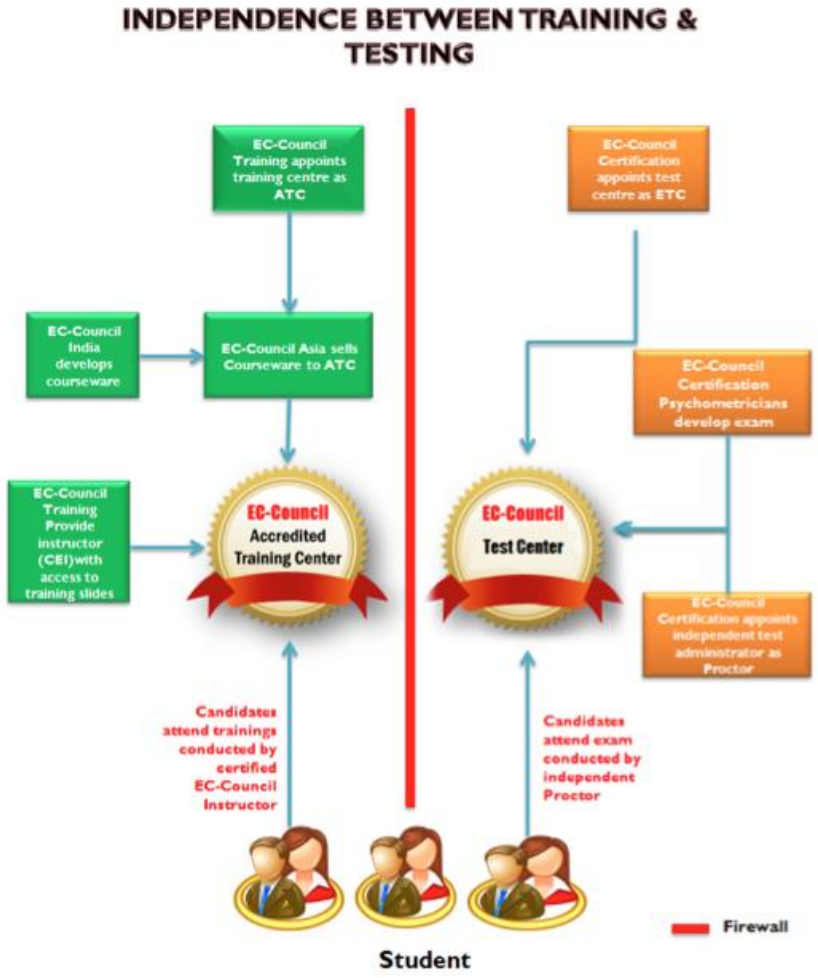
EC-Council attains ANSI 17024 accreditation.

Proctor Training

Training Agenda

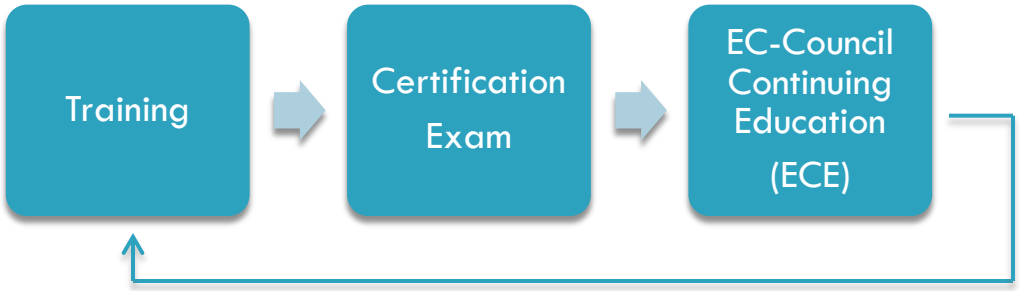
- What is ANSI 17024?
- Separation of business and exam matters
- How exams work?
- What are the roles of a proctor?

Separation


INDEPENDENCE BETWEEN TRAINING & TESTING
EC-Council Training appoints training centre as ATC
EC-Council Certification appoints test centre as ETC
EC-Council India develops courseware
EC-Council Asia sells Courseware to ATC
EC-Council Certification Psychometricians develop exam
EC-Council Training Provide instructor (CEI)with access to training slides
EC-Council Accredited Training Center
EC-Council Test Center
EC-Council Certification appoints independent test administrator as Proctor
Candidates attend trainings conducted by certified EC-Council Instructor
Candidates attend exam conducted by independent Proctor
Firewall
Student

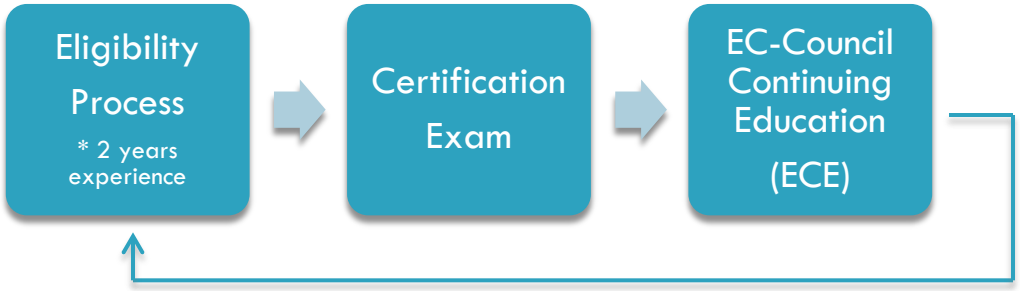
The Certification Ecosystem

1.



- Members must meet 120 ECE Credits requirement within a 3-year recertification window
- Candidates that fail will need to purchase new voucher directly from EC-Council

2.



- Candidate must meet eligibility requirement, pay Eligibility Processing Fee + purchase voucher from EC-Council **directly**
- Process managed directly by EC-Council Certification

Exam Engines

Prometric PRIME/IBT

- Managed by EC-Council
- Exam proctored at EC-Council ATC
- 312 and 412
- Call Certmanager

EC-Council Exam Portal

- Managed directly by EC-Council
- Exams proctored at EC-Council ATC
- 112 and 212
- Call Certmanager

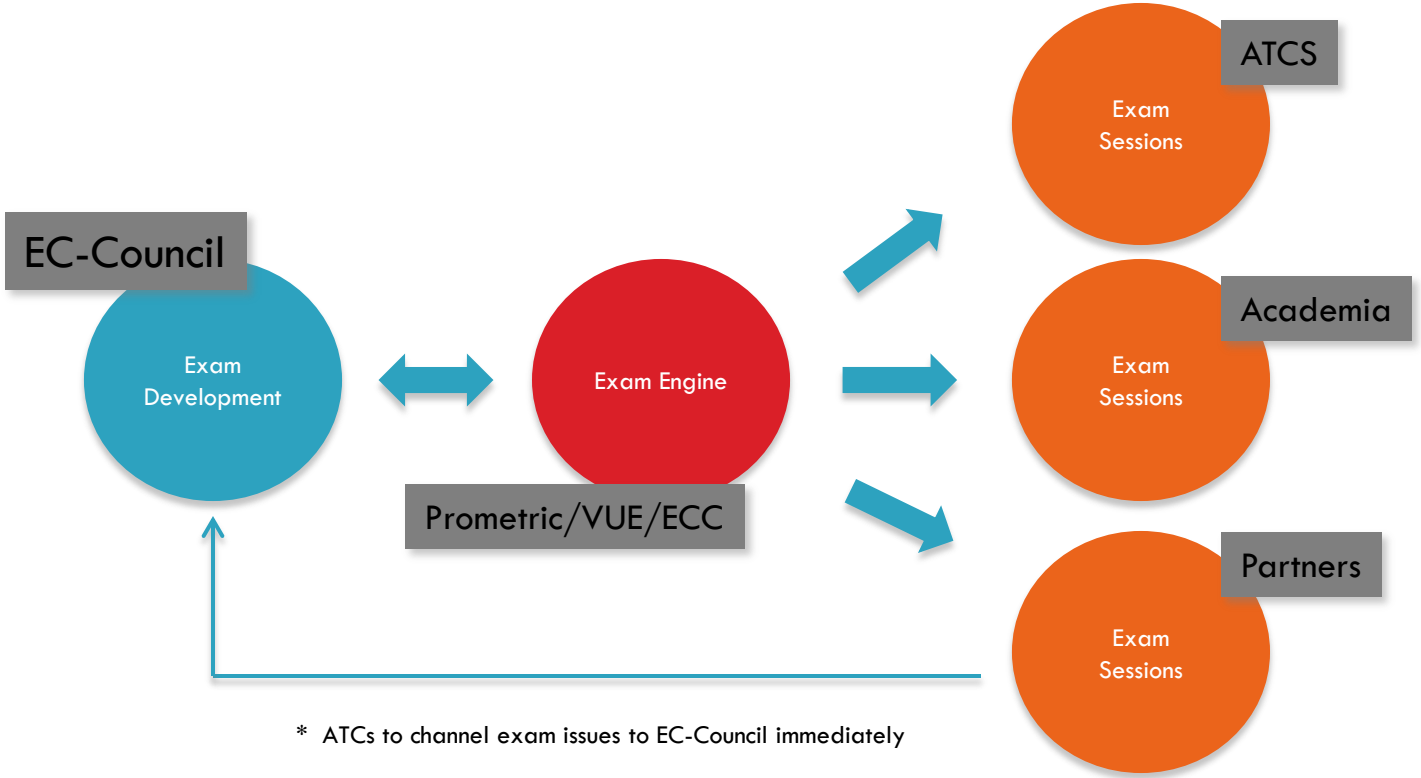
VUE Testing

- Managed directly by VUE Testing Center
- Exam proctored at VUE locations
- 312 and 412
- Call VUE

Prometric APTC

- Managed directly by Prometric Testing Center
- Exam proctored at APTC locations
- 312 and 412
- Call APTC

Relationships



* ATCs to channel exam issues to EC-Council immediately

1. What happens when an exam session is interrupted?
2. What can be done?
3. Applies to only Prometric PRIME/IBT and ECCEXAM only

EC-Council Prometric Prime Portal & ECCEXAM Portal

- ETCs can schedule exams for their students at their convenience using the PRIME or ECCEXAM system without the need to schedule via Prometric or EC-Council (Exam Portals)
- Access to the Exam Portals is provided only to EC-Council Proctors
- Only PRIME and ECCEXAM vouchers can be used in conjunction with the PRIME exam portal and ECCEXAM portal respectively (not transferable between exam portal)
- ETCs must appoint a Proctor/s and that the relevant Proctor agreement must be signed. ETCs/Proctors must strictly ensure that instructors are not allowed to proctor exams for students.

Conclusion of Exam

- At the end of the exam, the student can print out the Result Transcript showing the outcome of the exam (score achieve vs required). Student can access the EC-Council PRIME exam portal at any point in time to print their Result Transcript.
- If there are any interruptions within the duration of the exam session, the proctor will need to report the session disruption immediate to EC-Council (send email to certmanager@eccouncil.org)
- Proctors are required to report all forms of exam irregularities including cheating to EC-Council immediately upon uncovering any such irregularities.
- Proctors need to adhere to the EC-Council Proctor Guideline failing which, the students' exam results may be revoked.
- If you have any enquiries regarding the exam portal, process or validity of vouchers, please send your enquiries to certmanager@eccouncil.org

Proctor Roles & Responsibilities

PROCTOR RESPONSIBILITIES AND PROCEDURE FOR PROCTORING EC-COUNCIL PROMETRIC PRIME EXAMS

1. General Notices

- Proctor must be familiar with the instructions for proctoring an exam as stated on the exam guide e.g. EC-Council Prometric Prime Guide.
- Proctor is not allowed to share proctor access details to any other person/s
- All exams must be conducted within the ETC's facilities

2. The Examination Lab

- The examination lab must be free from noise or distractions.
- Light and temperature levels must be adequate and comfortable.
- The examination computer must be fully functional.
- The internet connection must be good and stable.
- A clock in the room is recommended.

Proctor Roles & Responsibilities

3. Examinee Arrival

- The examinee should arrive a little earlier at the scheduled day and time.
- Verify the identity of the examinee through picture identification. Acceptable ID's include a driver's license, military ID, examinee ID card, and passport.
- Electronic devices are not allowed in the examination lab.
- Personal items and unauthorized materials such as coats, hats, books, backpacks, computers, paper, dictionaries, reference materials, headsets, and calculators should be stored in a secure location away from the examinee.

Proctor Roles & Responsibilities

4. Begin the Exam

- Request the examinee to register his name and particulars in the Testing engine portal.
- Advise examinee to fill his particulars accurately. Requesting EC-Council to change examinee's particular in a later stage, will costs an additional admin fee.
- Confirm with the examinee the time allowed for the exam
- Review any special instructions received from EC-Council and communicate the same to student.
- Key in your proctor details to activate the exam.
- The exam should be completed in one sitting. Examinees are not usually allowed to leave the room, however, if it is necessary to leave, make sure he/she is escorted. The examinee will not get additional time to complete the exam.
- If the examinee encounters a problem with the exam, please take a screen shot of the message and request the student to fill EC-Council Feedback Form and EC-Council Exam Appeal form and send it with supporting details to certmanager@eccouncil.org within 72 hours from the incident.

Proctor Roles & Responsibilities

5. During the Exam

- Monitor examinee progress to ensure that he/she is following directions for what can be or cannot be used when taking the exam.
- Announce when there are only 5 minutes left for the exam.
- Monitor examinee progress to ensure that he/she is following directions.
- Notify certmanager@eccouncil.org if you feel that the examinee has violated the exam procedures.
- If the exam session is interrupted and the proctor is unable to continue the session, the proctor has to write in immediately to certmanager@eccouncil.org and state the reasons for the interruption.

6. The End of the Exam

- The exam will end automatically at the end of the exam period and the results/exam transcript will appear on the screen.
- Request the examinee to print his exam transcript.
- If the examinee passed his exam, notify the examinee that he/she will receive his certification welcome kit within four to six weeks from exam date.
- If the examinee failed the exam, advise student to speak with a representative of the Authorized Training Center or write to finance@eccouncil.org to purchase a resit voucher when he is ready to re-attempt the exam.

Conclusion

- Follow proctoring guidelines
- Provide a suitable testing environment
- Discourage cheating and minimize testing irregularities
- Protect test security and test-taker confidentiality
- Notify EC-Council and examinee of unusual testing conditions

Requirements to be a Proctor

- Proctors for EC-Council exams must meet all of the following criteria:
  - Minimum of 18 years old on the day of testing.
  - Not a Certified EC-Council Instructor or a trainer within the centre conducting the exam.
  - Not a student within the testing or training centre at any time during the current year.
  - Not a current examinee.
  - Physically capable of observing activities throughout the testing site.
  - Able to be present during the entire testing period and willing to actively supervise the exam process throughout the entire time.
  - Willing to enforce all policies and procedures for testing. `

Proctor Responsibilities

- The proctor will abide by EC-Council Codes of Ethics posted at www.eccouncil.org/about_us/code_of_ethics.aspx
- The proctor will verify a valid form of identification with a photo for every examinee
- The proctor will ensure the examinee does not use a cell phone, telephone, calculator, camera, or any electronic devices as reference material during the exam.
- The proctor will ensure that the computer used to administer the online exam is only used to access the Prometric Prime or EC-Council approved testing engine. The proctor will also ensure a UPS is connected and in good working order.
- The proctor will verify that the examinee has only one web browser open during the exam, and that browser is exclusively pointed at the Prometric Prime or EC-Council approved testing engine.
- The proctor will verify that the examinee does not perform prohibited activities during the exam including: tabbed browsing, internet searches, copying exam questions to a local computer, instant messaging, and no use of other electronic reference materials (including PDFs).
- The proctor will report any attempt by the examinee to circumvent these guidelines to EC-Council immediately.

Examinees are not allowed to:

- References or resources of any kind.
- Use of other computer programs or web browsers while logged in to Prometric Prime or EC-Council approved testing engine.
- Communication with other students, the trainer, proctor or any outside assistance in answering any questions associated with the exam.
- Use of a cell phone, smart phone, pager, calculator, camera, or any other electronic devices during the exam to either send or receive information associated with the exam.
- Engagement in prohibited activities during the exam such as receiving outside assistance, tabbed browsing, Internet searches or blogs, copying down exam questions anywhere, instant messaging or using other electronic reference materials (including PDF and Word documents).

In the event that a candidate attempts to circumvent these guidelines, the proctor will report their findings to certmanager@eccouncil.org within 24 hours of the incident.

Managing the test facilities

- **TESTING ROOM FACILITIES**

- The testing room shall be quiet and free from distractions such as conversations and general facility traffic.
- The testing room shall be pleasantly and comfortably furnished. The room shall be well lighted, has proper ventilation and is temperature controlled during testing for general comfort.
- The testing room shall contain no materials (reference texts, posters, etc.) that are related to the subject matter of the tests.
- The ETC and testing room must meet American Disabilities Act (ADA) requirements for disabled persons access, or other similar disabled persons requirements according to local law, and at minimum, permit wheelchair access.

- **IMMEDIATE TESTING AREA**

- A non-interruptible power supply
- Visual monitoring of examinees through a window or via a video monitor. The viewing window or video monitor must be within easy viewing distance of the proctor's work area, if the proctor is not in the same room. The use of audio monitoring is also recommended as an aide to proctoring.

QUESTION AND ANSWER SESSION

Please contact certmanager@eccouncil.org for any support

THE END

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