



## EXAMINATION RULES

### 1. EXAMINATION ELIGIBILITY REQUIREMENTS

- 1.1. Candidates are responsible for ensuring they are registered for and receive the correct examination.
- 1.2. Candidates must present original, valid (non-expired) government-issued photo identification (passport, Canadian driver's licence, Canadian health card, Canadian Permanent Resident card) for identity verification before they can write their exam. Digital copies or photocopies are not permitted. Candidates without original, valid government-issued photo identification will not be permitted to write their examination and will be required to reschedule. A rescheduling fee of \$75 will apply.
- 1.3. The name on the government-issued photo identification must match, exactly, the name the candidate used to register for the course/examination (the name in the exam provider's system / account), otherwise the candidate will not be permitted to write the examination and will be required to reschedule. A rescheduling fee of \$75 will apply.
- 1.4. Individuals who do not have score reports issued in their legal name will be required to request a new score report be produced and verified against their government issued ID. Services fees may apply.

The following rules are intended to ensure that all candidates are given an equal opportunity to demonstrate their knowledge of exam content. The Insurance Brokers Association of Ontario maintains strict examination security before, during and after the examination. All examination materials are the property of the Registered Insurance Brokers of Ontario (RIBO).

Candidates will be presented with the Examination Rules at the start of the examination.

Candidates must read and agree to the Examination Rules before starting the examination.

## **IMPORTANT!**

**Any individual caught or suspected of cheating during the examination may have their exam reviewed and nullified by the Insurance Brokers Association of Ontario. If the exam is determined to be null & void, the examination fee will automatically be forfeited.**

**Any individual caught or suspected of cheating during the examination may also be subject to the refusal of the individual's registration application, a suspension of the registration or a review by the Qualification & Registration Committee.**

### **2. GENERAL EXAMINATION RULES**

- 2.1. Only the candidate that registered for the examination is allowed to take the examination.
- 2.2. Candidates are prohibited from accessing books, notes, cell phones, or electronic devices such as smart watches, tablets, headphones, or any technology that can be used to transmit information during the examination including during a break.
- 2.3. Candidates may not record or copy examination content including writing, copying and pasting, taking screen shots, photos, or recordings of questions and answers.
- 2.4. Candidates are prohibited from sharing information about the content of the examination with anyone including any other candidates, colleagues, employers, family members, friends, etc. This includes talking about the examination before, during or after the examination, and copying, sharing, or posting examination content online or in person.
- 2.5. Candidates may not use any tools other than those provided within the examination interface. The examination interface includes a section where candidates can type their notes and access an online calculator during the examination.
- 2.6. Candidates may not communicate either verbally or non-verbally with anyone other than authorized personnel (such as the proctor) during the examination.
- 2.7. Candidates are prohibited from hiding, placing, or arranging to hide or place any prohibited material that may be accessed by themselves or others during an examination.
- 2.8. Candidates may not read or attempt to read or copy any information from any other person.
- 2.9. Candidates may not consume food or drinks in the vicinity of the examination or access food or drinks.
- 2.10. Candidates may not leave the examination area without permission from the proctor.
- 2.11. Candidates are not permitted to be rude, discourteous, or behave unprofessionally with the proctor.
- 2.12. Candidates must comply with proctor instructions or warnings.

### **3. RULES FOR VIRTUALLY PROCTORED EXAMINATIONS ONLY**

- 3.1. Candidates must ensure that their examination area does not contain any prohibited materials including but not limited to books, notes, cell phones, or electronic devices such as smart watches, tablets, headphones, or any technology that can be used to transmit information. This applies for the duration of the examination including during a break. If a cellphone is used to conduct a room scan, it must be placed in another room, or out of reach and within the proctor's view, once the room scan is complete.
- 3.2. Candidates are not permitted to have multiple monitors or TV screens anywhere in the vicinity of the examination area.
- 3.3. Candidates must avoid actions which could be interpreted as an attempt to communicate with others or an attempt to consult unauthorised resources, including, but not limited to:
  - 3.3.1. Repeatedly/excessively looking off screen
  - 3.3.2. Obstructing their face with anything such as papers or hands

- 3.3.3. Speaking to someone else in the room
- 3.3.4. Speaking, whispering, or singing in any language
- 3.3.5. Moving outside of camera view, turning off their camera, or turning off their microphone
- 3.3.6. Interacting with another person, other than the proctor, in any way
- 3.3.7. Accessing any content, software applications, or websites during the examination other than the examination platform
- 3.3.8. Excessive noise in the environment or playing music
- 3.4. Candidates will be permitted to reschedule an exam if there are technical issues (for reasons such as a lost internet connection or power and not due to incompatibility with software). A rescheduling fee may apply.
- 3.5. Candidates are permitted one short break during the examination. Candidates must ask the proctor before they can take a break and must inform the proctor when they return from the break. At no time can any prohibited materials be accessed or used during this break including, but not limited to, books, notes, cell phones, or electronic devices such as smart watches, tablets, headphones, or any technology that can be used to transmit information. The examination timer will continue to count down during the break.