

Technology and Exam Environment Requirements for ASSA Online Exams: Semester 1 2021

Exam and Technology Overview

Candidates with technology constraints or those who prefer in-person invigilation will have registered to write the exams at an ASSA provided venue.

The **Fellow Invigilation option is not available this year**, because ASSA has made provision for venue-based exams to accommodate candidates with technology constraints. We are however bound by the current level 1 venue capacity restrictions and if we are unable to accommodate candidates, we will reach out to ATO Employers to assist with the fellow invigilator option.

Test exams will be set up to enable all students to test the end-to-end exam proctoring process for all virtually proctored exams. Please ensure you participate in these exams. ASSA may use a different virtual proctoring service than previously and therefore testing will be vital to all candidates to prepare for final exams – Dates for test exams will be communicated. **Note that Test exams will close 2 working days before exam day this year.**

Incident management processes will be communicated to each candidate as part of their subject specific exam communications.

Technology Requirements

All exam candidates must ensure that their technology environment meets the specifications provided to be able to write the online exams.

Note: The online exam offering for this semester allows for **virtual exam** and **venue-based** attempts. You will have registered for the option that you wish to take up during the exam registration period:




No Proctor application required !



Requires registration and use of the Proctoring application

Subject	Registration period: Semester 1 2021
<ul style="list-style-type: none"> • A211 and A213 	18 January 2021 – 22 February 2021
<ul style="list-style-type: none"> • A311 – Actuarial Risk Management • N211 – Communications • F201 – F206 • F101 – F105 • N311.03.E - Model, Documentation, Analysis & reporting (MDAR) 	22 February 2021 – 23 March 2021

Exam Options and Requirements

Virtual *Online Exam Platform*

 Proctor Service or Video Room
 for A211 | A213a | N311
 Requires registration
 and use of the
 Proctoring application

If you are writing your exams **VIRTUALLY** go [HERE](#)

If you are writing your exams at an ASSA or other approved **VENUE** (person invigilated) go [HERE](#)

Venue
 Online Exam Platform 
Person invigilated **No Proctor application required !**

Virtual Exams

In line with the ASSA Online Exam Policy, no candidate may write an exam un-invigilated, so please ensure that your technology environment complies with specifications provided.

Proctoring Service (Virtual exams only)

We are currently testing an alternative proctoring solution to ProctorU although the systems and connectivity requirements for the alternative solution will be the same as it was for ProctorU. Please refer to the requirements below as they remain as per the 2020 exam offering.

It is important that you ensure that you have downloaded and installed the latest version of Chrome. Note as of 2021 ONLY CHROME will be supported as a browser for ASSA exams.

PC Specifications:

Technology Requirements	Specifications
PC / Laptop	Windows 10 (10 S mode is not supported) Mac users - OS X 10.13 High Sierra Fully charged (if) laptop (detail below)
PC Operating System	Windows 7 or higher; MacOS X 10.5 or higher
Microphone	Build in microphone that is switched on and set to 50% + volume.
Web Camera	1280×720 resolution Focused directly on you.
Headphones / Earphones / Earplugs / Hats / Hoodies / Caps	NO headphone, earphones, or any form of earplugs will be allowed. No candidate can write with a hat, hoodie, cap on, only religious scarfs will be allowed. Candidates that cannot establish a suitable exam environment for the Virtual exams must apply to write at a venue.
Smart phone with a scanning app for A211 and A213 (paper A) ONLY to scan and upload written content	A211 and A213 candidates may use a smart phone AFTER the exam time in an allocated time frame to scan and upload their exam work. Students must ensure they are familiar with their scanning apps and how to transfer the scanned .pdf document to their PC.

Technology Requirements	Specifications
Internet Line speed and data	Reliable and continued internet connectivity. 5GB exclusively available for a 3-hour exam (avoid others sharing the Wi-Fi) <i>Download speed - 2 Mbps</i> <i>Upload speed – 2 Mbps</i> A211 and A213 candidates should note that the scanned scripts can reach sizes of around 8 – 12 MB depending on the app and scanning quality, so please ensure you have enough additional data for this. <i>Tip: If you are using a streaming service, e.g. Netflix on your PC and the content buffers (freezes to load more content) then you probably don't have an environment that is strong enough to write a 3-hour exam.</i>
RAM	4 GB as a minimum, recommended 8GB
Software	<i>MS Office 2010 allowed for selected exams only: A213 Paper B, N211 and N311.03E.</i> Your PC must be capable of downloading and opening PDFs, opening and creating Word, Excel and Power Point documents, utilising the Office 10 suite. You must use the templates provided to you in your exam – you may not use your own templates.
Web Browsers	Google Chrome ONLY
PDF Reader and ability to open pdf from your browser	Adobe Acrobat DC - Adobe for .pdf documents can be downloaded here (http://get.adobe.com/reader/) Ensure your PC can download and open a .pdf file in a browser tab.
Calculator	Check the ASSA approved list of calculators
Ports	1935, 843, 80, 443, 61613, UDP/TCP Check this with your network administrator.

Open a .pdf file in browser – Most PCs are set by default to allow the download or opening of .pdf documents from your browser. The Preparation

exams for each subject will provide you with an opportunity to test if you can open a .pdf file from the Exam Platform in your browser. You may have to check with your system administrator that you have the required permissions.

You can also refer to this link to assist with troubleshooting:

<https://helpx.adobe.com/acrobat/kb/cant-view-pdf-web.html#Browserandbrowsersettingsolutions>

NOT SUPPORTED:

- Google Chromebooks
- Other browsers such as Firefox, MS Explorer, etc
- Linux operating systems
- Windows 10 in S mode or Surface RT
- Tablets (Nexus, iPad, Tab, Note, etc.)
- No running inside a virtual machine
- No dual screens
- **No hotspots** as connectivity point

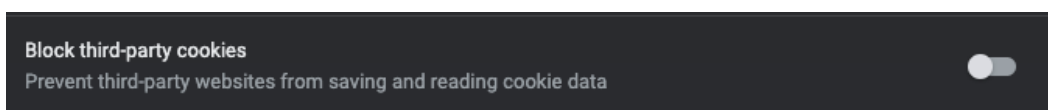
Check the following:

- If you suspect that your company's **network may restrict the download of the Proctoring web extension**, please contact your network administrator to resolve.
- Verify **Cookies are not blocked** in the Google Chrome Browser:
To make sure your Google Chrome browser isn't blocking cookies, you need to follow the steps below:

Step 1. Open a new tab in the Chrome browser and type in the URL bar:

chrome://settings/content/cookies

Step 2. Slide the bar to the left to turn off '**block third-party cookies**'.



- **Disable your pop-up blocker in your Chrome browser**

Step 1. Open Chrome go to settings and pop-ups:

chrome://settings/content/popups

Step 2. Ensure the slider is set to BLOCKED



Video Room (A211 | A213a | N311) - Check your PC's settings

Video Room invigilation will be used for the handwritten virtual exams A211 and A213a; and N311 where interaction between candidates and invigilators is required.

No installations are required for the Video Room invigilation. However, students must ensure that their camera and microphone are accessible via Video Room – This can be tested as part of the Preparation Exams that are set up per subject.

Settings and permissions must be checked BEFORE the exam. No additional time will be provided to check and set PC settings during the exam.

Since you will be online for an extended time during the exam, please ensure your PC's Sleep settings are disabled to avoid being kicked-out of the Video Room and Learning Platform exam.

PC's "sleep" settings:

Microsoft OS:

1. For Microsoft: Control panel – Hardware and Sounds – Power Options – Edit Plan settings
2. Set your "PC sleep options" to NEVER

Apple Mac OS:

Choose Apple menu > System Preferences, then click Energy Saver. Adjust one or more of the following controls to affect when your Mac goes to sleep. Some of these controls might not be available on your Mac.

- "Turn display off after" slider
 - "Display sleep" slider
 - "Computer sleep" slider
- If a slider is set to "Never," sleep is disabled for that feature.

Browser Permissions:

Please note that only Chrome is the supported web browser for the exam. While accessing the Video Room, the browser needs permission to access your microphone, video camera and screen sharing when in use. Usually, this is an automatic function, however, your permissions may have previously been set.

If you are having difficulty when trying to use your microphone, video camera

and screen sharing, you can check your browser permissions by clicking the lock icon in the web address bar of your browser.

1. In **Chrome**, click the lock icon - site settings and give the appropriate access, such as 'Allow'.



Physical space requirements for virtual exams

The physical environment in which you will be attempting the exam has certain requirements as follows:

Space Requirements	Specifications
Exams which are written: A211 and A213a (A213b will be written online – typing – and requires the proctoring application)	<ul style="list-style-type: none"> - The writing area /desk should have enough space to write and still have a PC on the same desk focused towards the candidate and writing area. - Own exam pad which will be scanned (writing on a single side only) – we recommend you have at least 50 clean pages available. - Own stationery at the ready (pens etc.) - Approved calculator
Quiet room	<ul style="list-style-type: none"> - With a closed door - No other people in the room with you at any time during the exam - No clocks on the wall or placed around the room for you to look at (Looking around the room will be flagged as a prohibited action by the online proctoring service and you will be putting yourself at risk if you are looking around the room during the exam time.)
Lighting	<ul style="list-style-type: none"> - Natural light so that your face can be clearly seen in the camera recordings - Avoid direct sharp light from behind you! - The proctor service may block you from accessing the exam if lighting on your exam writing environment is too dark or interferes with the visibility and clarity of your face and writing area.

Prohibited and Allowed Actions / Items during the exam

We are procuring the services of an online invigilation service provider and there are rules which must be adhered to. These are some of the prohibited and allowed actions for all exam candidates during exams:

Prohibited	Allowed and Required
Exam scripts and details may not be forwarded or shared in any way with anyone.	You must have a photo ID available to show to the web cam.
You may not look around the room or focus on areas away from the exam work area, i.e. no clocks on the wall.	You can use the clock on your PC to check for time to avoid looking at a wall clock. The Exam Platform will show a countdown clock in your exam.
Your cell phone must remain off for the duration of the exam on the learning platform.	A211 and A213a ONLY: You may only start scanning your written scripts once the scanning and uploading time starts, not before then – For this you must please read your exam instructions carefully. Then you will be provided with a dedicated time frame in which you must scan and upload your script.
You may not have dual screen accessibility.	
You may not print, copy or distribute the exam paper in any way.	The exam paper will be accessible through the Exam platform only. You may copy and paste sections from the questions into your answer space in the Exam platform.
No notes or other books allowed in the exam room.	You may have clean A4 sheets of paper for planning during the exam.
No orange formulae books will be allowed during the exam.	Any tables required for an exam will be provided for within the exam on the Exam platform.
No hoodies, hats or caps should be worn during the exam	Your eyes and face always need to be visible to the camera during the exam/.
You may not talk to anyone or leave the exam room.	You may go to the bathroom, however, you must inform the invigilator. (say out loud you are leaving for a bathroom break and announce again when you return)
You may not make use of any form of headphones; ear plugs or any wireless devices.	You may make use of a plug in mouse and keyboard which will not require additional software to be downloaded.

Venue Based Exams

ASSA will make venues available in Cape Town and Johannesburg for candidates to write exams at. There is limited seating available at these venues based on COVID-19 regulations at the time.

Candidates must indicate their option to write at a venue during registration.

ASSA Venues will have PCs available at the venue. Students may not write on their own PCs or laptops. Candidates may bring their own keyboard and mouse.

Fellow invigilation will not be available this year. We are however bound by the current level 1 venue capacity restrictions and if we are unable to accommodate candidates, we will reach out to ATO Employers to assist with the fellow invigilator option.

Technology Requirements for Venue based exams

ASSA will provide PCs at the venues which complies to the required specifications.

Candidates must however ensure that they know how to use the technology relating to:

- Typing and using formatting in the Exam Platform (utilise the Test exams to practice)
- Some exams may require MS Office products (Word / Excel or PowerPoint). These will be loaded in the PCs beforehand. Candidates may not use their own templates.
- Opening of .pdf files from the Exam Platform.
- Uploading and submitting files in the Exam Platform – **NB! NO late or unsuccessful file submissions will be accepted. You must upload your content within your scheduled examination time.**
- A211 / A213a candidates will write their exams in Exam Books provided at the venue and hand them in. Scanning and uploading will be done by the invigilators, so no need to scan scripts with a phone.

NO need to register or install any Proctoring service software / extensions or applications – you will be invigilated by persons at the venue.

Venue Based Exam – General Notes

- Candidates must **arrive at least 30 minutes before the exam starts**. Late comers will not be provided with additional time.

- Covid19 protocols are in place and must be adhered to – No access to the venue will be permitted without a mask which needs to be kept on properly for the duration that you are in the venue.
- Ensure you have enough stationary at hand. Rough paper will be provided at the venue.
- Only ASSA approved calculators may be used. These will be inspected at the venue.
- No orange books allowed – all required formulae or tables will be provided on the Exam Platform as part of your exam paper.
- No hoodies / caps / earphones / earplugs are allowed.
- No cell phones allowed.