

# Remote Certifying Oral Examiner Guide

Interventional Radiology/ Diagnostic Radiology

2023

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# Introduction

Thank you for volunteering to be an examiner for the Interventional Radiology/Diagnostic Radiology Certifying Oral Exam. The ABR depends heavily on volunteers such as you to prepare and administer our exams. We know you are taking time away from other activities to do this, and we appreciate your commitment to our mission.

ABR staff, with input from many volunteers, began working in the summer of 2020 to develop a remote oral exam platform. We tried to mimic as closely as possible the face-to-face oral exam experience.

Many things are the same as they were before; the number of questions, the scope and difficulty of the questions, and the coverage of the relevant domain have not changed. The scoring model has also remained the same as the traditional oral exam.

What has changed is that candidates and examiners may choose their preferred exam location, subject to certain technical and logistical requirements. In addition, there will be slightly more time between exam sessions to allow for connectivity interruptions.

IMPORTANT NOTE: This guide and the resources provided are confidential and meant only for ABR Interventional Radiology/ Diagnostic Radiology Oral Examiners. Please do not share or discuss with anyone else.

# Before the Exam

## **Examiner Resource Page**

Four weeks before the exam, a link in <u>myABR</u> under the Exam Events tab will become active. This link will take you to a secure site called the Examiner Resource Page that will provide a wealth of information about the oral exam. Please go over the materials so you are prepared for the exam.

#### **Webinars**

In the month before the exam, there will be several webinars conducted by the IR associate executive director and IR trustees:

- General orientation
- Category and panel chair orientation
- New examiner orientation (if needed)
- Examiner Q&A

Exam Delivery has sent calendar appointments for all the webinars. The webinars will be recorded and will be posted on the Examiner Resource Page 24 to 48 hours after each event. Exam Delivery will send a notification when recordings are posted. Please make every effort to attend the webinars specific to your role in the exam. If you are unable to attend, please review the recordings.

#### **Software Demo Videos**

Several oral exam software demo videos are available on the Examiner Resource Page.

## **Self-Guided Software Training and Technical Check**

Before the exam, you are required to complete a self-guided software training to familiarize yourself with the oral exam software. If you are examining remotely, you must also complete a technical check to ensure your system meets minimum connectivity and internet browser compatibility requirements.

# **Hands-on Training**

New examiners will receive individual hands-on training with the oral exam software from ABR staff before the exam. All examiners can request this one-on-one training if they desire additional guided review.

#### **Content Review**

Five business days before the exam, you will receive an email with a link to the content for your review. You will be able to review content throughout this pre-exam period. On exam days, you can review content up to five minutes before your first session, anytime you have an open period, and during lunch.

#### Pre-exam Q&A

If you have remaining questions, there will be an optional Q&A session before the exam.

# **Technical and Location Requirements for Remote Examiners**

#### **Computer System Requirements**

The requirements listed below provide a basic overview of a system that will meet the technical requirements for ABR remote exams. If you are missing any necessary equipment, please refer to the email you received on Technical Requirements and Reimbursements for recommended links for purchases and the Examiner Purchase Expense Form.

Help Designation (520) 750-

If you need assistance with your computer setup, please contact our Systems Operations Help Desk at (520) 750-2722, Monday – Friday, 9 am to 7 pm Eastern.

Help Desk: (520) 750-2722 Monday – Friday 9 am - 7 pm EST

## **Basic computer requirements:**

- Internet/Network: reliable broadband internet connection, minimum 5 Mbps (megabit per second) download and 1 Mbps upload
  - Check your connection speed
- Computer: desktop or laptop (no tablets) with Windows 10 or MacOS X 10.11 or higher
- Computer memory: minimum of 4GB RAM
- Computer drive/storage: minimum of 10GB of free disk space
- Monitors: **TWO** monitors. One must be ≥ 20" and 1080p minimum resolution
  - Check your monitor resolution
- Keyboard and mouse
- Headset: wired headset with microphone required to ensure optimal audio for examiners and candidates
- Internet browser: latest version of Google Chrome
  - Check your version of Google Chrome
- Adapters: any adapters/cables needed to implement this setup
- Camera: integrated or external webcam with a minimum of 640 x 480 @ 10 frames per second

# **Monitor Performance Self-Check (perform prior to technical check)**

The monitor performance self-check is intended to show imaging findings that should help determine if your laptop or desktop monitor is sufficient for ABR remote exams.

## **Webex® Compatibility Test (perform prior to technical check)**

Webex® will be used for the category and panel meetings and for the examiner <u>Break Room</u>. To verify that Webex® is compatible with your system, please visit here.



## **Location Requirements**

Please make sure your location is sufficiently private where there will be no interruptions during the exam. It should also be free from background noise.

**IMPORTANT NOTE:** Make sure you are using the equipment at the location where you plan to conduct the exam.

# **Exam Day Logistics**

## **Exam Day Help Desk**

If you are examining in the Tucson Exam Center, there will be support available on exam day to assist with any issues that arise. How to indicate that you need assistance will be discussed in your examiner training/orientation the day before the exam.

If you are examining remotely, Exam Delivery will send a text from an (833) number to you on the morning of the first exam day, so you will have the number to text them for exam-related issues. A different number to call the Exam Delivery team will be available in the software when you click on "Help" in the top right corner of your exam screen. If you have questions prior to exam day, please contact us at examdelivery@theabr.org.

#### **Dress Code**

Examiners should wear business attire (e.g., dress shirt and tie or corresponding appropriate professional attire). Please do not wear a blue or green shirt, as it will make your body disappear into the ABR background screen.

**IMPORTANT NOTES:** The exam must be your only commitment on exam days.

- Do not do any other work while examining.
- Do not allow interruptions.
- Do not check your email.
- Do not plan clinical activity during scheduled breaks.

# **Exam Day Timing**

#### **Sessions**

Each exam session has four 30-minute periods, with a 10-minute break after each period. On exam days, there will be one session in the morning and one in the afternoon. Exams will occur simultaneously across time zones. Candidates begin each exam session with a 30-minute check-in, so the total possible exam time for candidates will be 3 hours and 10 minutes.

The number of periods you will examine will depend on the scheduled number of candidates. We will make every attempt not to schedule you for more than three periods in a row. The examiner schedule in the oral exam software tool will display your schedule on each exam day. If your schedule changes during the exam day, an exam delivery specialist will send a text to notify you of the change.

If needed, there will be a 30-minute recovery period after the last session each day. If a candidate or examiner experiences a major technical issue during an exam period, the candidate will be rescheduled for this recovery period. This will be followed by category meetings and then a panel meeting for discussion of candidates from the morning and afternoon sessions. If the recovery period is not needed, examiners will go straight to the category meeting. All category and panel meetings will be held in the examiner Break Room Webex. Examiners will be notified via text message during the final exam period when to proceed to the category meeting.

#### **Breaks**

There is a 10-minute break after each exam period. If there are minor disruptions during the exam period, up to five minutes of this time can be used as make-up for the candidate. Examiners can also use break time to finish scoring and make notes on previous candidates. There will be a lunch break between sessions on each exam day.

#### **Break Room**

There will be a Webex® examiner "Break Room," where you can go to talk with other examiners. You are free to enter the Break Room any time you have a break (in between sessions or during empty periods you may have). This is a place to socialize, but it is not a place to discuss individual candidate scoring. The associate executive director (AED) will spend most of his time in this room and will be available to answer general questions. Other ABR staff may be available in the Break Room at different times during the day. The Break Room will open approximately one hour before the first exam period. The Break Room is where you will access your category and panel meetings. Please see the Examiner Resource Page for instructions on how to access and join breakout sessions in the Examiner Break Room.

# **Exam Day Process**

#### **Relief Examiners**

A pool of relief examiners will be immediately available during the exam in case an examiner has difficulty joining an exam period. A relief examiner will be notified via text message by Exam Delivery as soon as a problem with an examiner is detected, so they can be ready to go if needed. If the examiner cannot be connected within the first five minutes of the exam period, the relief examiner will take over. If you are called on to be a relief examiner, you will be notified when to refresh your schedule. The new candidate's name will appear as a link on your schedule, which you can click to enter the exam period.

#### **ADA Examiners**

Examiners with candidates requiring ADA accommodation will be notified and briefed with a webinar the morning of the ADA candidates' exams.

## **Navigating the Exam Platform**

The exam will be presented on the ABR's oral exam platform. When your candidate is ready, you will be notified by the system to admit them and a separate tab will open for that interaction.

The entry point for the examiner is the link emailed to you by the ABR to log in to the oral exam platform. If your connection is lost at any point during the day, this is the link you should use to log in again.

Please keep this link readily available so you can quickly get back into the software.

#### **IMPORTANT NOTES:**

- During the exam, the only software that should be running on your computer is the oral exam software. This will ensure the best performance. Do not have email, Microsoft Teams®, Microsoft Word®, or other programs running in the background, except for the program you are using to keep your exam link handy.
- It is vital that you have your phone with you during the exam. (Please set your phone to vibrate to avoid disruption.) In the event of a technical issue or if you are needed as a relief examiner, exam delivery staff will contact you through text message.

#### Check-In

When you log in at the beginning of the day, you will be presented with an identity verification and your schedule. If your name and the day/date is correct, click "Yes, this is me." If it is not, click "No, this is not me" and notify floor support (if you are at the Tucson Exam Center) or call Exam Delivery (if you are examining remotely).

If you click "Yes, this is me," an "Enter Exam" button will appear. Click it to proceed. The software will walk you through the rest of the check-in process, which includes the ABR Recording Agreement, selecting your audio and video output, and confirming candidate conflicts. For a video demonstration of the check-in screens, please click here.

#### **Pre-Exam Screens**

If you have entered the exam software more than five minutes before the exam, you have the option to review cases. You can access Review Cases from the menu in the upper right corner of the Exam Schedule screen or (if there are more than 30 minutes until the exam) at the top of your schedule. When you are in Review Cases mode, the background is yellow. For more information on reviewing content in the exam software, please see this video.

When it is time to start the exam, a pop-up box will prompt you to enter the next exam session. When fewer than five minutes remain until your next exam period, you can also enter the exam period by selecting "Join your next exam period with [candidate's name]" which will appear at the top of your Exam Schedule screen.

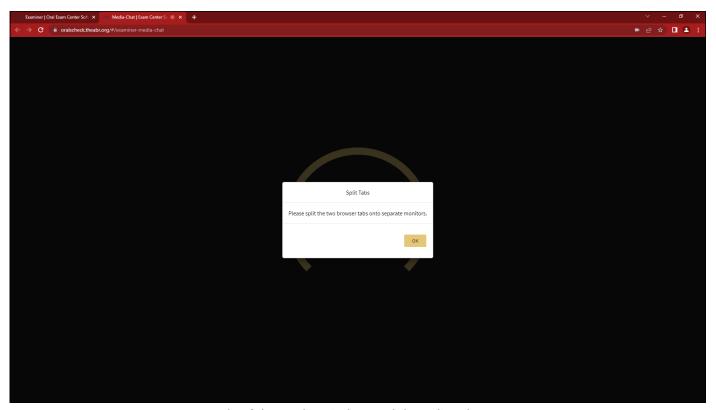
# **Entering Exam Period**

Before you enter the Exam Period, you will see a "Pre-Exam Instructions" screen with important reminders. After reading the reminders, click "Ok," and you will enter the exam software.

#### **Media Window**

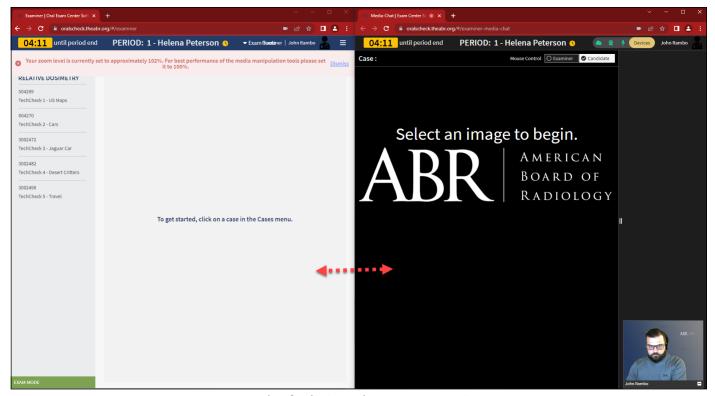
The media window is where you interact with the candidate. This screen allows you to see what you are presenting to the candidate, the movements of their mouse, anything they draw on an image, and the video feed of their face. From here you can also control your video and microphone.

The media window will open automatically when a candidate is let into the room. You can also activate it by clicking on an image to present a case. After either action, you will be asked to split your browser tabs.



Example of the media window and the Split Tabs prompt.

Separate the tabs into two windows by clicking and dragging one of the tabs to your other monitor.



Example of splitting tabs onto two monitors.

You can turn your camera and microphone on and off using the device controls in the upper right corner of the media window. When the video and/or microphone are off, the icons will be grayed out with a slash through them.



Camera and microphone are on



Camera and microphone are off

When the video and/or microphone are off, the video feed to you and the candidate will show as below:



Video is off



Microphone is off



Both are off

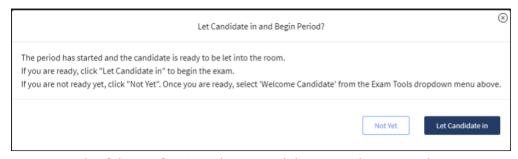
You can resize the panes, switch the side of the video/presentation, and minimize your video by clicking certain areas of the media window. Any of these changes will affect only your view, not the candidate's.

- **Resizing:** You can resize the panes by dragging the middle of the bar between the case presentation and video sections of the media window. This will make your and the candidate's video feed larger or smaller while doing the reverse to the opposite side.
- **Switching:** You can switch the view from case presentation to the candidate's video feed (left to right) by clicking on the arrow button in the lower right corner of the top right pane video feed.
- **Minimizing:** You can minimize your video feed by clicking the bar in the lower right corner of your video. It will drop to the bottom of the pane with your name and a "+" to maximize it.



Example of the media window adjustment controls.

At the beginning of the period, you will hear a chime. When the candidate is ready to enter the exam, the following notification appears:

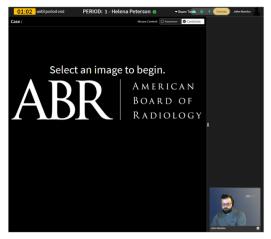


Example of the notification when a candidate is ready to enter the exam.

If you are ready, click "Let Candidate in." If you are NOT ready, click "Not Yet."

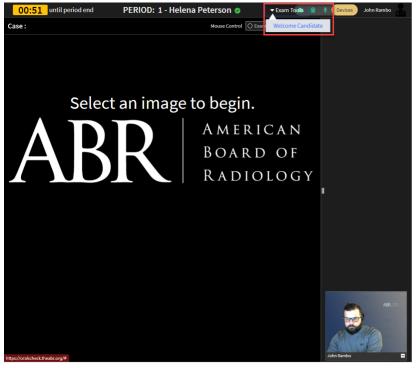


Example of clicking "Let Candidate in."



Example of clicking "Not Yet."

If you clicked "Not Yet" to admit the candidate, you can open "Exam Tools" and click "Welcome Candidate" when you are ready.



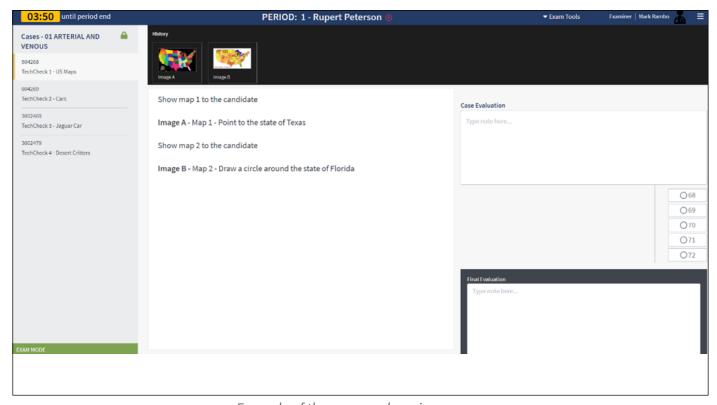
Example of using Exam Tools to let the candidate in.

**IMPORTANT NOTE:** If you are reviewing and marking up images, once the candidate is admitted to the Exam Period, the images and cases will clear and reset.

# **Exam Software**

# **Presenting Cases**

The cases screen is separated into three columns. Case selection is in the left column. Images to present to the candidate are in the top center. Supplemental information about the case for the examiner is below the images in the center column. The scoring section is in the right column. There are two text boxes where you can take notes about the candidate: Case Evaluation for notes on each case and Final Evaluation for overall notes on the candidate's performance.



Example of the cases and scoring screen.

When the exam begins, candidates see a black screen that says, "Waiting for examiner to present." Select a case using the case selection list on the left (under the timer), then select the first image (top center) by clicking on the thumbnail. The candidate will see only what is in the image box, not the thumbnails or the case description.



Example of the examiner view when the case is presented.

Candidates will also see the examiner in the bottom right corner of their software window. They can resize, switch, and minimize the windows. Candidates cannot see any portion of the supplemental information or scoring sections.

Cases can be presented in any order, and the images within a case can also be presented in any order. When you click on a thumbnail to present an image, the border will turn gold to indicate it is the image being shown. A green checkmark will appear on each thumbnail



Example of the candidate view when the case is presented.

image after it has been shown to the candidate. If you don't want the candidate looking at anything while you speak, click the case again and the gold border around the thumbnail will disappear from your screen and remove the image from the candidate's screen. The candidate will return to the black screen that says, "Waiting for examiner to present."

Tools on the left side of the image include zoom, contrast/brightness, contrast inversion, drawing pencil, eraser, and reset. The candidate has the same tools. The examiner and the candidate cannot draw on the image or scroll through a stack of images at the same time. There is a control box in the top right corner of the examiner's image box. The candidate has default control of the image tools. When you want to take control of the image tools, click on "Examiner." To return control to the candidate, click on "Candidate."



Please be aware when you are presenting a case that the candidate can always see your cursor and you can always see theirs. If you are pointing at different parts of an image, they will see it in their window.

In the text on the right side of the screen, there will be one to three bolded items per case. These items represent core knowledge, concepts, diagnoses, complications, or steps that the candidate must discuss. To help expedite note-taking, examiners can click on the bolded items to indicate the candidate's level of competency for each of these items. One click will turn the item red (inadequate response), another will turn it yellow (adequate response), and a third will turn it green (superior response).

**IMPORTANT NOTE:** To help keep track of time, there is a countdown clock in the upper left corner of the screen. It will be green at first, turn yellow when there are five minutes left in the exam, and turn red when time has expired. In addition, chimes will sound at the five-minute and time expired mark for the examiner. The candidate will not see this countdown clock nor hear the chime. It is the examiner's duty to keep track of time when presenting cases.

The exam period is 30 minutes long. The only reason to go over time is to recover time lost if the period started late or the candidate or examiner had brief technical outages. However, to keep the exam day schedule on track, the exam period can only run over by five minutes. If the candidate needs more than five minutes to make up for lost time, they should be rescheduled to the recovery period at the end of the day. The examiner should notify Exam Delivery that the period needs more time, and they will reschedule the candidate to the recovery period at the end of the day (or on a different day for multi-day exams, depending on what other issues may have occurred for that candidate).

For more information on presenting cases, please see this video.

## **Case Scoring**

There is a Case Evaluation box in which you can type comments about each case, and a box to enter notes about the candidate's overall performance. The Final Evaluation box stays the same throughout the exam period, and you can add to it during each case.



Case scoring section.

Scoring is done within a range from 68 to 72, both for individual cases and for the summary score for the session. A score is given by the examiner for each case, with a 72 corresponding to an exceptionally strong performance, 71 for an above average performance, and 70 for an acceptable performance. A 70 is the passing standard. A 69 is for a weak performance: marginal but still failing. A 68 is for a complete miss, with the candidate performing very poorly and possibly dangerously if the case were encountered in practice.

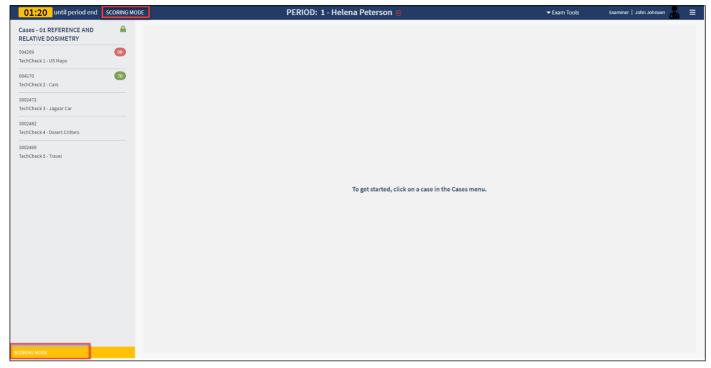
The summary score is automatically calculated as the mean of the scores for each case, always rounded down to the next whole number. For example, if a candidate takes six cases in a session, five with a score of 70 and one with a 69, the candidate's summed score for the session would be 69. For each session, a score above 70 may partially or completely offset a failing score. Thus a 71 and a 69 average to a 70, a passing grade. A score of 68 on a single case must be offset by at least two scores of 71 or a single score of 72 on other cases within the session for the candidate to pass that section.

To pass the exam, the candidate must have a passing score on each section. If the candidate has a 68 final score on any section, they will fail, regardless of the score on the other sections. If the candidate has a score of 69 on two or more sections, they will fail. If a candidate has a 69 in one section and passes the rest of the exam, that single 69 can be raised to a passing grade by the examiner who gave the 69. If the examiner feels strongly that the fail should remain in place, then the candidate will fail the exam. Candidates who have a failing score in a section will be discussed in the category meeting, but the decision regarding the raising of single sessions with a score of 69 is made at the panel meeting.

To select a score of 68 or 69, you are required to enter a comment in the case evaluation section. Candidates who fail any section are permitted to request clarification of their deficiencies. These requests are handled directly through the ABR office by the associate executive director (AED). These clarifications necessitate sufficient notes/comments as to why candidates have received a 68 or 69 on any exam. You are also encouraged to add notes for a score of 70 to indicate whether it is a weak or strong 70. Your notes will also be useful to you when you attend the category and panel meetings. Examiners should have no communication with candidates regarding their performance and, if examiners are contacted by a candidate about their performance, the AED should be notified immediately. Candidates are instructed not to reach out to examiners for scoring clarification.

**IMPORTANT NOTE:** To select a score of 68 or 69, you are required to enter a comment in Case Evaluation.

If an exam period ends before you have finished scoring and taking notes, you can use some of the break time to go back to that candidate's scoring section by clicking on your schedule and the word "Scoring" next to the candidate's name. This will take you back to what looks like the exam period you were just in, but in the bottom left corner of the screen, instead of "Exam Mode," it will now say "Scoring Mode." In the image below, there are scores for the first two cases but not the other three. You could open any of these again to add more notes or change the score. When you are finished scoring, click on the menu (upper right) and click the "Home" button. If you are still between periods, this will take you to the schedule screen. If the next period has already started, it will prompt you to join that active exam period.



Example of the Scoring Mode screen.

# **Ending an Exam Period**

There are different scenarios for when a period can end, as detailed below.

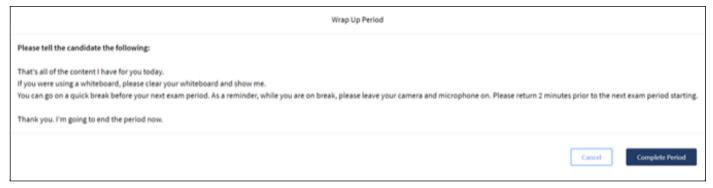
**Period complete with no technical issues (five to zero minutes left in the regular period):** If your period had no technical issues and/or you have completely examined the candidate in the allotted amount of time, you may "Wrap Up Period" with up to five minutes left in the exam period.

You will hear steady chimes indicating the end of the normal allotted time. To wrap up the period, open the "Exam Tools" in the Exam Software Window (not in the media window) and click on "Wrap Up Period."

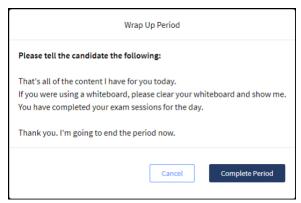


Example of selecting "Wrap Up Period."

One of the following messages will appear. You can select "Cancel" to go back to the exam or "Complete Period" to send the candidate to the lobby screen.



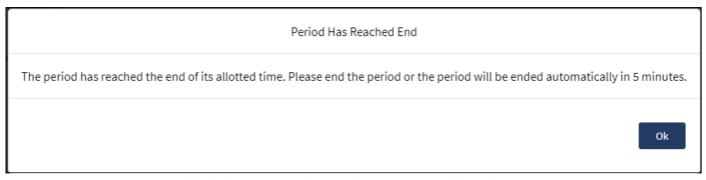
Example of "Wrap Up Period" confirmation when the candidate has more exam periods.



Example of another "Wrap Up Period" confirmation when the candidate is done with the exam.

**Period has technical issues and you need a couple of minutes to complete (zero to five minutes over regular period):** If there were small technical issues during the period, you can use up to five minutes over the regular period time to complete your examination.

You will hear ascending and descending chimes with the notification below. Click "Ok" to clear the notification and return to the exam. To end your period during this timeframe, use "Wrap Up Period" when complete.

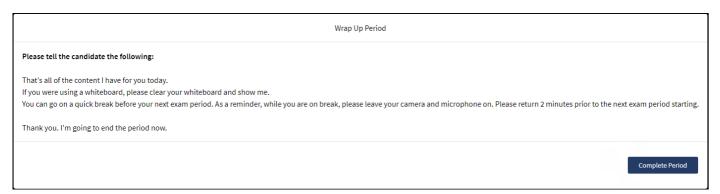


Example of the message shown when you are at allotted exam time.

**Period has technical issues and needs more than 10 minutes to complete (>5 minutes over regular period):** At this point in the period, to keep your and the candidate's schedule on time, the system will force you out of the exam and complete the period. If you get to this point and have NOT completed the exam questioning, you will need to notify Exam Delivery to schedule this candidate for the recovery period at the end of the day.

You will hear ascending and descending chimes a second time, the exam window will go dark, and the notification below will appear. The candidate will see "The period is over. Please follow your examiner's instructions" on their screen.

Read the notification to the candidate and click "Complete Period." This will take the candidate back to the exam lobby, and you will be notified to proceed to your next session.



Example of the message shown when you are over allotted exam time.

# **Troubleshooting**

If you have trouble logging in to the exam software or something goes wrong during an exam period, please try the following:

- De-select and re-select the image if there are any issues presenting a case.
- Refresh your browser. (Click the "Refresh" icon. It's the circular arrow-shaped icon at the top of the browser window, typically on the upper left side.) Try doing this several times.
- Exit the exam software and close your browser completely. Then, using the access link sent via email each exam day, enter again.
- If problems persist, you may have plugins or other extensions running in your Chrome browser. We recommend that you create a dedicated Chrome profile for ABR exams that won't have these extensions. For assistance with creating a Chrome profile, please contact ABR Sysops.
- If you are examining at the Tucson Exam Center, ask for floor support assistance.

# **Category and Panel Meetings**

At the end of each day, after all exams are completed (including any requiring a recovery session), there will be two examiner meetings – a category meeting and a panel meeting.

The category meeting will include all examiners in a particular category, for example "Core IR," with the purpose to discuss candidates who received a failing score (68 or 69). The examiner will be expected to present the reason for the failing score and the category chair will lead a group discussion. The other examiners in the category meeting, who have examined candidates in the same section with the same cases, can then offer input as to whether they agree with the scoring. The intent is to provide a means for normalizing the criteria for passing or failing. The individual examiner retains the right to decide whether to adjust the score, and the process is intended to help that examiner reach their final decision. If the examiner decides, after the discussion, to raise a candidate's score, that change will not occur in the category meeting but during the panel meeting, when the examiner also has the input of the other examiners who saw the same candidate.

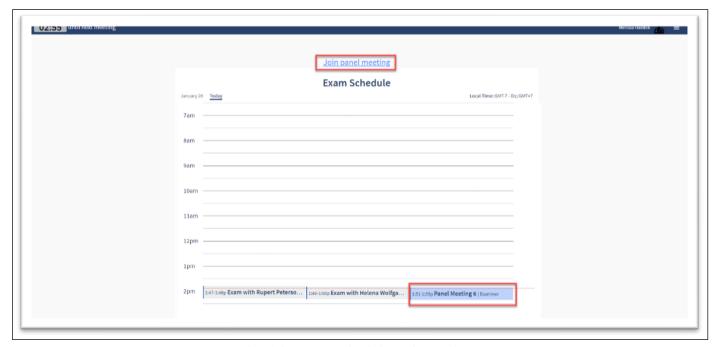
The purpose of the panel meeting is to review the performance of candidates across all four sections. Only candidates who have received category scores of 68 or 69 in one or more categories will be discussed at the panel meeting. A candidate who enters the panel meeting with a 69 in two or more categories or a single 68 cannot have their scores raised, regardless of the prior discussion at the category meeting. As before, only a single failing score of 69 can be raised by the relevant examiner at the panel meeting.

All decisions to fail a candidate in either the category or panel meeting must be supported by written (typed) comments regarding performance on individual cases and overall performance. There must be sufficient documentation of the deficiencies in performance to justify the decision to fail.

In both the category and panel meetings, only the chair will have access to the candidate screen in the exam software. The chair will share that screen with the other examiners through Webex<sup>®</sup>. All examiners will have access to their scores and notes on the candidates to inform the discussion.

Category and panel meetings will be held in the Examiner Break Room. When you click on "Join Category Meeting" or "Join Panel Meeting" in your schedule, it will take you to the Break Room. There will be breakout sessions listed with the category number that you can choose to join. After category meetings are complete, the panel meeting breakout sessions will appear. For examiners with multiple panel meetings, a display of examiner names will indicate which panel meeting to go to first.

Panel chairs must finalize all scores even if the candidate passed.



Example of the exam schedule with panel meeting.

#### **IMPORTANT NOTES:**

- The performance of the candidates is confidential and cannot be discussed outside the category or panel meeting.
- Exam content is also confidential and cannot be discussed with anyone except other examiners.

# **Exam Security**

All candidates have been oriented and briefed regarding the essential elements of exam decorum and security. All sessions will be recorded for possible review of candidates, but recordings will not be retained long term. Examiners are the first and most significant elements of reporting for decorum or security breaches.

## **Reportable Events**

- Apparent or actual use of any electronic device during an active exam period.
- Apparent review of reference materials during the session.
- Apparent presence of other people in the room.

#### **Actions**

- Warn the candidate of the breach.
- Complete the period.
- Concerns or actual observation of breaches must be reported to the IR associate executive director (AED) or an IR trustee immediately after completion of the individual candidate. You will receive information about how to contact the AED on exam day.

# Remote Oral Exam FAQs

# 1. What if a candidate needs to use the restroom during the exam?

There is a 10-minute break after each exam period.

# 2. Is the exam being recorded?

All exams are recorded for possible review but will not be stored long term. Candidates are recorded all the time. Examiners are only recorded when in an exam period.

# 3. Do examiners have to keep their cameras on the entire time?

Examiners should keep their cameras on the entire time they are examining a candidate. If you require technical assistance, you may turn off your camera and mute your microphone while speaking with ABR staff.

# 4. Do candidates have to keep their cameras on the entire time?

Yes. The candidate must stay in view of the examiners throughout the exam.



# **Useful Resources**

#### **Monitor Performance Self-Check:**

https://www.theabr.org/monitor-performance-self-check-dr-and-ir

# IT Help Desk:

(520) 750-2722

# **Exam Delivery Staff:**

examdelivery@theabr.org







