SUPPLEMENTAL GUIDE FOR LIVE REMOTE PROCTORING

For IBCLC candidates who plan to sit the examination with Live Remote Proctoring in 2027

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Table of Contents

I. Purpose of this Supplemental Guide....3
II. Overview of Live Remote Proctoring....3
III. Preparing to Take a Live Remote Proctored Examination....3
A. Prepare Your Device....3
B. Prepare Your Environment....5
C. Prepare Your IDs....6
IV. Taking a Live Remote Proctored Examination....7
A. Overview....7
B. Security Checks....7
C. During the Examination....8
V. Examination Day Notice for Live Remote Proctoring....11
VI. Resources....11

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I. Purpose of this Supplemental Guide

The IBCLC programme has made Live Remote Proctoring (LRP) available to those candidates taking the examination in English, French, and Spanish. Please note that the March/April examination is available only in English.

This is a supplemental guide for those candidates who are taking the IBCLC examination with LRP. It provides clarification on how IBCLC examination policies and procedures regarding the examination administration will be implemented with LRP. This is to be read in conjunction with the *Candidate Information Guide* and *Recertification Guide*. Only information related to the implementation of LRP is addressed in this supplemental guide.

II. Overview of Live Remote Proctoring

LRP is an option for candidates who are sitting the IBCLC examination in English, French, or Spanish (the March/April examination is available only in English), and meet the technical and environmental criteria. LRP allows you to take a professional, computer-based test on your own computer equipment in your home or other location that meets the workspace criteria, with security and testing practices in place that are similar to those of a testing centre.

While LRP is a convenient option for taking the IBCLC examination at an easily accessible location, please note that you are responsible for any technical issues related to your computer or internet connection during your examination. Please carefully review the full Examination Day Notice when deciding whether to test via LRP or to travel to a testing centre.

III. Preparing to Take a Live Remote Proctored Examination

A. Prepare Your Device

Your computer should have the following minimum system specifications in order to run ProProctor, Prometric's LRP software:

- **Computer/Laptop:** You may use a laptop or desktop computer. Dual-monitor configurations are not permitted (i.e. a desktop with two monitors). If you are using a laptop, you are permitted to connect to a single external monitor; however, you must close the laptop. In this case you will NOT be able to use the laptop's integrated camera, keyboard, or trackpad.
    - iPad/Android tablets and Chromebooks are not currently supported. Microsoft Surface or similar can be used only when configured in laptop mode.

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    - Wall-mounted monitors (such as TV monitors) are also not permitted. There are no size restrictions on monitors for ProProctor examinations; this includes large and curved monitors.
    - If your device has a touchscreen, this feature must be disabled before using ProProctor.
- **Web-Camera:** You will need a *movable* web-camera for the check-in process. A web-camera in a laptop is acceptable, as long as you are able to move the laptop to show the entire room. You may *not* use a built-in web-camera in a desktop computer. You may not have more than one web-camera in use at the same time. Using a mobile device as a web-camera is not supported. If you are using a desktop computer or a laptop with the screen closed, the camera must be connected via USB.
- **Web-Camera Resolution:** 640 x 480 p
- **Power Source:** A laptop/PC plugged directly into a power source, *not* attached to a docking station.
    - **Note:** electronic desks must be unplugged during the examination, so they will not be usable as a power source.
- **Screen Resolution:** 1024 x 768 minimum resolution; 1920 x 1080 resolution recommended
- **Operating System:** Windows 8.1 or higher / MacOS 12.0 or ***higher except for 13.0 through 13.2.1***. Important: All versions below MacOS 12.0 are NOT supported. (ProProctor currently does not support Linux products.)
- **Web Browser:** current version of Google Chrome
- **Internet Connection Speed:** 5.0 Mbps or greater download speed; 0.5 Mbps or greater upload speed
- **Internet Connection:** Your internet connectivity can be impacted by a number of factors. If you are using Wi-Fi, please position your device where you have a strong signal. For the best experience, use an Ethernet cable to connect directly to the router.
    - Wi-Fi provided by a mobile phone hotspot will not be an option as mobile phones are prohibited from the testing environment.
    - VPNs, firewalls, virtual machines, and machines running in Administrator Role (Mac and Windows) are **not compatible** with ProProctor. Particularly if you plan to test using an employer's computer or network, learn more about preparing your device on the ProProctor website.
    - If possible, limit other family members from using up internet bandwidth during your examination with streaming services, social media, etc.
- **Audio Hardware:** Working speakers and microphone are required; only wired headphones and microphone allowed.

You should run the System Readiness Check as early as possible, and before scheduling an appointment, to ensure that your computer meets the requirements for

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LRP.

You will need to download and install ProProctor on the device that you will use to take the examination. You will receive instructions on downloading ProProctor after you schedule your appointment.

If you are using a computer that is not your own, please check to see if downloading/installing ProProctor will be possible.

If you have questions about ProProctor software, contact Prometric directly.

B. Prepare Your Environment

Please review the workspace criteria for LRP and determine where you are going to be able to test in a secure and private location. Your workspace should meet the following criteria:

- The testing location must be indoors (walled), well lit, and free from background noise and disruptions.
    - No additional screens are permitted in the room with you, including televisions. If you cannot remove an additional screen, it can be covered.
    - Note that taking the examination in a space with hotel airwalls or cubicle walls is not permitted.
    - If taking the examination from a company office, windows and/or glass doors must be covered or contain frosted glass to eliminate distractions and prevent outside viewing. If testing from a personal space (home office, hotel, etc.), you should cover windows and/or glass doors.
    - Close the doors of the room you are working in, including doors to closets and visible bathrooms.
- No third party, including people or pets, may be present in the room **or enter the room** during the examination, ***including during your scheduled break***. If this occurs, your examination will be terminated.
    - Note: for breast/chestfeeding accommodations, you must leave the room/web-camera view for your break, and your caregiver cannot enter the room/web-camera view where you are taking the examination. ***Make sure to gain permission from your proctor before leaving the view of the web-camera.***
- Your workspace and surrounding area must be free of pens, paper, electronic devices, etc. For a list of prohibited items, please review the LRP rules below. No content that could potentially provide an unfair advantage during your examination, including that

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posted on walls or within your immediate area, can be present during your examination session.

- An electronic scratch pad will be provided during the examination.
- Electronic desks must be unplugged for the duration of the examination.
- Two tissues are permitted at your workstation but must be inspected by the proctor prior to the start of your examination.

Please note: To preserve the integrity of the IBCLC credential and to provide appropriate separation between the IBCLC Commission and educational organisations/individuals who offer test preparatory materials or training, candidates sitting via Live Remote Proctoring (LRP) are not to take the IBCLC examination in a location that is owned or operated by an educational entity that offers IBCLC test preparatory materials or training courses.

C. Prepare Your IDs

Ensure that you have two forms of identification (ID) on hand.

- Primary ID must be a **valid**, **unexpired government-issued identification** that includes your name, current photograph, and signature. *
  - driver's license
  - international/national/regional/local identification card with photograph
  - passport
  - green card, permanent residence card, or visa
  - **NOTE: IBLCE's third-party testing vendor cannot accept military identification for LRP.**

- Secondary ID must have either your **name and signature** or **your name and current photograph**.
  - employment/student ID card
  - professional license
  - health insurance cards
  - **NOTE: For your own security, bank cards/credit cards and social security cards are not accepted as a second form of ID for LRP.**

*If your primary government-issued identification contains your photograph but not your signature, your second form of identification (e.g., an employee ID card or credit card) must contain your signature to supplement your photo-bearing, government-issue ID.

Please note: only IDs in English will be accepted for English LRP examinations. For LRP examinations in another available language, IDs in English or the language of the examination will be accepted. **Digital IDs are not permitted.**

The names on the IDs ***must*** match and ***must*** be the same name as the one on file on the day of

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your appointment. Name changes can be made with IBCLC Programme staff by the posted deadlines. Further details regarding this can be found in the *Candidate Information Guide* and *Recertification Guide*.

IV. Taking a Live Remote Proctored Examination

A. Overview

Prometric will provide you with detailed information in your appointment confirmation email that will explain how to download and install the testing vendor's ProProctor application, as well as give you an in-depth overview of the process.

This video also gives you an overview of the LRP experience.

After you launch ProProctor, you will start with check-in and security measures (a Readiness Agent will check your environment and person; see section B, Security Checks, below).

Once you start your examination, your device will be locked so you only have access to the test items. During the examination, you may flag questions within each section for review and return to them later. For the purpose of making notes, you may access an electronic scratch pad. You will be on web-camera with the Remote Proctor for the duration of your examination; if you have a question **unrelated to examination content,** you will be able to speak to or message the Remote Proctor at any time. For instructions on how to access the Remote Proctor, please review the video linked above.

If you encounter technical difficulties during your examination, please contact Prometric. ProProctor offers all technical support via online chat here. You may attempt to resume your examination. If you are unable to resume your examination within a reasonable time or if you continue to get disconnected too many times, you will no longer be able to access your examination. Should this occur, please contact your regional location to learn of your options.

B. Security Checks

LRP includes a readiness and security check before you begin the examination. This process will include photos taken of you **and of your two IDs** for ID purposes only at the beginning of the examination, verbal confirmation of the email address you used to register for your examination, an environmental check of your workspace, and a check of your person.

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Neglecting to take all required photos may result in a delay in starting your examination.

You can reduce the amount of time it takes to get through your security check by:

- Clearing your workspace in advance
- Removing any large jewellery
- Emptying your pockets
- Pulling your hair back
- Having your two forms of identification on hand
- Verifying the email address you used when registering

Once you launch the ProProctor software, you should be prepared for Prometric to take pictures of your two IDs, as well as taking a photograph of you for ID purposes only.

You must also confirm your email address and show the Readiness Agent a view of the entire workspace and surrounding area where you will be taking the examination. For examination security purposes and as is typical in the professional testing industry, your Readiness Agent will also ask you to stand up to do a scan of your person. You will be required to show your ankles, empty and turn all pockets inside-out, and raise shirt sleeves above your wrists. If you are wearing eyeglasses you will be required to remove them for visual inspection.

Should you leave the view of the web-camera while on your scheduled break, the proctor will repeat the security check of your workspace and person. ***IMPORTANT NOTE: Leaving the view of the web-camera without permission from the proctor will result in the immediate termination of your examination.***

The security measures are designed to protect the integrity of professional certification credentials and examinations.

Other information regarding prohibited items and actions will be provided with the in-depth review of the testing process when you receive your appointment confirmation email.

Once the security check is complete, you may begin the examination.

C. During the Examination

During the examination, you may contact your Remote Proctor at any time verbally or via messaging to ask questions **not related to examination content.**

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You will be permitted one break between Part 1 and Part 2 of the examination. You must obtain permission from the proctor before leaving the view of the web-camera.

Please note that if you requested a breast/chestfeeding break at the time of your examination application, you are able to take this break when testing via LRP. You will take this break outside of the view of the web-camera. You can find the *Procedures for Breast/Chestfeeding During Examination Administration* here.

Unscheduled breaks are not permitted during the IBCLC examination, and not following this protocol will result in the termination of the examination.

You may flag and return to questions within each part of the examination. Once you have completed Part 1, you cannot return to it later.

Please take note of the following items and behaviours that are not permitted as you take your examination:

- Candidates must not leave the examination workspace. The only time permitted for a break is in between Part 1 and Part 2 of the examination. Candidates must alert the proctor before moving away from the web-camera during the break and after finalising the examination. **Leaving the view of the web-camera without acknowledgement from the proctor, including during your scheduled break, will result in an immediate dismissal from your examination.**
- No third party, including other people or pets, may be present in the room or enter the room during the examination, **including** during your scheduled break. **If this occurs, your examination will be terminated.**
- Turning off lighting or computer audio, moving from your original testing location, or speaking to or receiving aid from other individuals is strictly prohibited and **will result in immediate dismissal from the examination.**
- A visual inspection of your workspace will be conducted before you start the examination as part of the security protocol.
- Candidates found in possession of electronic devices of any kind, phones, or study guides during the examination or during breaks will be immediately dismissed and their examination will not be scored.
- Candidates may not take any of the following items into the examination workspace: watches, jewellery, notebooks, textbooks, course notes or loose notes, bags, hats, purses, briefcases, calculators, wearable technology, audio equipment, cameras, laptop computers (you may use a laptop to complete the examination via LRP but may not have a second

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laptop in your workspace), drinks, and food.

    - Candidates may have water in a clear bottle, which will be inspected. No other food or drinks are permitted.

- Light clothing items removed for comfort such as sweaters, suit jackets, scarves, etc., must be hung on your chair, not placed in your lap or on the workstation desktop. Outerwear such as heavy coats, parkas, raincoats, etc., is not permitted in the immediate testing area.
- Only pre-approved comfort aids or pre-approved medical aids/devices are permitted into the workspace. Please check if you have pre-approved accommodations listed in your Examination Authorisation Email.
- Questions concerning the examination content are not permitted. Remote Proctors are not allowed to provide interpretation or clarification of examination questions and/or define words.
- Cheating will not be tolerated and, if discovered, will result in a candidate's scores being cancelled or certification being revoked in accordance with IBCLC programme policies and procedures and/or legal action against the candidate, including criminal prosecution.
- Eating, drinking a non-water beverage, smoking, and chewing gum are prohibited during the examination. Please note that any water bottles must be clear and will be inspected.
- Written notes, published materials, and other testing aids are strictly prohibited during the examination and during your scheduled break.
- You are not to read aloud while taking the examination.
- You will be asked to agree to all the testing vendor's testing regulations before your LRP examination. Failure to comply with these regulations may result in dismissal from your examination.
- Candidates are required to be professional, civil, and respectful at all times while testing.
- Candidates who finish the examination early may leave the workspace. The proctor must be alerted.
- If you encounter technical difficulties or your examination is interrupted for any reason, you may attempt to resume your examination. However, if you are not able to resume your examination within thirty minutes, or if you are disconnected too many times, you will be deferred to the next examination window in fairness to all candidates and to protect the integrity of the IBCLC examination.

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As LRP technology or requirements may change over time, candidates are encouraged to review both the IBCLC Commission website and Prometric's on a regular basis. General updates for the examination can be found on the IBCLC Commission website.

V. Examination Day Notice for Live Remote Proctoring

For those taking the examination by live remote proctoring (LRP) from a residence or other location, please note that successfully accessing the confidential IBCLC examination will depend on a strong and reliable internet connection and computer equipment meeting the specifications as defined by IBLCE's third-party testing vendor, Prometric. IBLCE and its testing vendor Prometric are making live remote proctoring available and have taken reasonable and diligent steps to deliver the examination. However, if your internet connection is subject to disruption at your location or your computer does not perform properly, this is outside of the control of IBLCE, the IBCLC Commission, or Prometric, and IBCLC programme policies will govern.
IBLCE, the IBCLC Commission, and Prometric will not be responsible for problems arising from your internet connection or computer and you agree to waive any claims and hold harmless IBLCE, the IBCLC Commission, and Prometric with respect to any such issues.

To understand how IBLCE processes your personal data for purposes of the examination, please review our Privacy Notice.

VI. Resources

Other quick links to useful information:

- Live Remote Proctoring Information & Checklists
- LRP Frequently Asked Questions
- IBCLC Examination FAQs
- Examination Day Notice
- *Candidate Information Guide* and *Recertification Guide*
- Prometric's Website for ProProctor Information
- Prometric Website for Launching ProProctor
- ProProctor Technical Support
- ProProctor User Guide

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