

## **FAQs for Live Remote Proctoring (LRP)**

*Updated September 16, 2020*

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### *General information*

#### **Q1: What is “live remote proctoring” (LRP) and why is ACE offering this now?**

**A:** Live remote proctoring (LRP) is a method for administering certification exams to candidates on their own computer through a secure online delivery system. With LRP, a proctor actively watches and monitors the candidate during the test administration to provide real time security to protect exam integrity. This allows ACE to offer exam candidates the option to sit for ACE Certification Exams at a computer-based testing center or from their home.

ACE is currently offering LRP as an alternative testing option for ACE Certification Exam candidates during the COVID-19 pandemic.

#### **Q2: What is the difference between live remote proctoring (LRP) and live online proctoring (LOP)?**

**A:** Live remote proctoring (LRP) and online proctoring (LOP) are the same. LOP is simply the name that ACE’s testing vendor Scantron uses for their LRP option. Candidates registering for LRP delivery of their ACE Certification Exam will see that Scantron may refer to it as live online proctoring, or LOP, in their correspondence.

#### **Q3: What is expected for live remote proctored (LRP) exams?**

**A:** During LRP, candidates are expected to display the same testing behaviors as they would during an exam offered at a testing center with an in-person proctor. Exam candidates may not use their book or notes, collaborate with others, or cheat in any way. Finally, LRP exams cannot be completed on a smart phone or tablet.

#### **Q4: How long will live remote proctoring (LRP) be an option for ACE Certification Exams?**

**A:** Due to the COVID-19 pandemic, the National Commission for Certifying Agencies (NCCA) is approving NCCA-accredited certification programs to offer testing using live remote proctoring (LRP) for a limited time period with the potential that it may become a more permanent option for test-takers.

**Q5: Is there a chance that live remote proctoring (LRP) will become a regular option for ACE Certification Exams?**

**A:** It is unknown at this time. The NCCA is currently conducting a pilot study to determine the effectiveness, validity and security of LRP. If the results of this pilot provide sufficient evidence that LRP testing is acceptable long-term for NCCA-accredited certification programs, then ACE would have the opportunity to continue offering LRP exams while maintaining NCCA-accreditation of ACE Certification Programs. Candidates that obtain their ACE certification with the pilot LRP program have obtained an ACE accredited certification regardless if LRP testing format continues.

**Q6: What exams are being offered through live remote proctoring (LRP)?**

**A:** Currently, ACE is offering LRP exams in English only for the ACE Personal Trainer, Group Fitness Instructor, and Health Coach Certifications.

**Q7: Will ACE be offering LRP testing in additional countries other than the US/Canada?**

**A:** As of September 16, 2020 candidates internationally can take English-language exams for the ACE Personal Trainer, Group Fitness Instructor, and Health Coach Certifications.

*Registration for live remote proctored (LRP) exams*

**Q8: What will the registration process look like for live remote proctoring (LRP) exams?**

**A:** For all practical purposes the registration process will be the same as registering for an in-person proctored exam. Upon visiting ACE's exam registration site [online](#), the live remote proctoring (LRP) option will appear as "Online (at home)." Candidate will select the LRP option and then move forward through the registration process.

**Q9: I currently have my exam scheduled at an in-person, computer-based testing (CBT) testing site location that has not yet been cancelled due to COVID-19. Can I reschedule to a live remote proctoring (LRP) exam without a fee?**

**A:** If you currently have a scheduled exam at an in-person, computer-based testing (CBT) testing site location that has not yet been cancelled due to COVID-19 but have attendance concerns, you can reschedule at no charge for the Live Remote Proctoring testing option while available. Please note that this applies only to candidates registered for English-language exams for the ACE Personal Trainer, ACE Group Fitness Instructor and ACE Health Coach Certification Exams. Please contact [examregistration@acefitness.org](mailto:examregistration@acefitness.org) at least 15 days prior to your scheduled exam date for assistance.

**Q10: How soon can I register for an exam?**

**A:** Candidates must schedule their testing appointment at least 24 hours in advance of the requested testing appointment.

**Q11: How long do I have to test once I have completed my registration?**

**A:** Upon submitting your exam registration with ACE, you will have 60 days to take your remote proctored exam.

**Q12: What if I need to arrange for special accommodations?**

**A:** Currently, extra time is the only request that can be accommodated through live remote proctoring (LRP). Candidates with documented visual, physical, hearing or learning disabilities that would prevent them from taking an examination under standard conditions, may request special testing accommodations and arrangements. Candidates with limited English proficiency, where English is their second language may request extra testing time. If you meet eligibility for extra time, please submit your supporting documentation to [examregistration@acefitness.org](mailto:examregistration@acefitness.org). An ACE Exam Registration representative will contact you and assist with placing your registration. There is a minimum notice requirement of 15 days for special accommodation requests.

**Q13: Can I use my voucher for a live remote proctored (LRP) exam?**

**A:** Yes, exam vouchers can be redeemed for a live remote proctored ACE Certification Exam. Please note that this applies only to candidates registered for English-language exams for the ACE Personal Trainer, ACE Group Fitness Instructor and ACE Health Coach Certification Exams.

**Q14: Is there any cost difference between taking my exam at a computer-based testing (CBT) center or via live remote proctoring (LRP)?**

**A:** No, the exam fees are the same for either test delivery method.

**Q15: My original exam was scheduled at a computer-based testing (CBT) location and has been cancelled due to COVID-19. Can I reschedule for a live remote proctored (LRP) exam?**

**A:** Yes, we encourage exam candidates who are ready to test in the near future to utilize live remote proctor (LRP) testing opportunity.

**Q16: How much testing availability is there?**

**A:** Scantron offers live remote proctored testing (LRP) 24 hours per day, seven days a week. Test session times are based upon supply and demand and are first come first served. This provides candidates with more testing flexibility. Candidates should check their schedules first for any potential conflicts prior to selecting a date and time to test.

**Q17: What is the rescheduling policy?**

**A:** A candidate may cancel or reschedule the testing session up to 24 hours prior to the scheduled testing appointment. The candidate must cancel or reschedule the testing session by accessing Scantron's online scheduling system.

**Q18: Where do I go to reschedule or cancel my scheduled exam?**

**A:** To reschedule or cancel your exam appointment, you must go through the online exam system. The link is available in your confirmation notice.

## *Requirements for live remote proctor (LRP) testing*

### **Q19: Does my computer meet the necessary technical requirements for live remote proctored (LRP) testing?**

**A:** In order for you to sit for a live remote proctored (LRP) ACE Certification Exam, your computer must meet the following technical requirements:

- Webcam installed on your exam workstation. A webcam with 640×480 video pixel resolution (a laptop camera is acceptable).
- Reliable access to the Internet. An Internet connection disruption will suspend the test session.
- A high-speed Internet connection (5 mbps). Wireless is acceptable; however, a wired connection is preferred.
- A well-working computer with 1 GB of RAM or higher.
- Working speakers connected to the computer.
- A microphone connected to the computer (consider a webcam with a built-in microphone).
- Browser compatibility: Firefox, Google Chrome.
- Mac users will need to download Google Chrome.

**Please note:** Chromebooks cannot be used as a testing device.

### **Q20: Is there a way to test my system for live remote proctoring (LRP) compatibility prior to selecting this option?**

**A:** It is recommended that you test your system prior to taking your exam. To configure your system for the LOP environment before the exam, [click here](#).

To check your system for Scantron's delivery system, [click here](#).

### **Q21: Is my testing space environment ideal for live remote proctored (LRP) testing?**

**A:** When ACE Certification Exams are administered in computer-based testing centers, the environment is controlled by ACE's testing vendor Scantron. Live remote proctored (LRP) exams place the burden of establishing an ideal testing environment on the candidate. Considerations the candidate must think about prior to committing to live remote proctoring include:

- Do I have a workstation and environment that will allow me to perform at my best ability (e.g. comfortable seating, ergonomically friendly workstation, proper lighting)?
- Is my computer compatible with LRP requirements?
- Do I have adequate high-speed internet connection?
- Will I be free of noise and other distractions?

### **Q22: Can I take the exam on my cell phone, tablet or Chromebook?**

**A:** Candidates may not take an LRP exam on a cell phone, tablet or Chromebook. Please review Q19-Q21 under Requirements for LRP testing above.

## *Day of your live remote proctored (LRP) exam*

### **Q23: What are the exam day instructions for live remote proctored (LRP) exams?**

**A:** Instructions for exam day are as follows:

- A room scan will be required before the exam can begin so please be sure that your webcam can be rotated to view the entire room and workspace.
- Live remote proctored tests are delivered via secure internet connections. Internet connections are subject to the local internet providers in the area. While it is not the norm, internet connections can, on occasion, be lost momentarily, requiring the proctor to log you back into your examination. If this occurs, inform the proctor that your connection has been lost and they will assist you in logging back into your exam. Upon logging back into the exam, you will resume at the first unanswered question. Your exam time remaining will be the same as it was when the internet connection was lost. Even though internet connections are secure, candidates are strictly prohibited from attempting to access any information, programs or websites while testing.
- Friends and relatives, including children, will NOT be allowed in the room, or in the vicinity, in which you are testing.

### **Q24: What items are NOT allowed within my testing space during the scheduled exam?**

**A:** Candidates are expressly prohibited from having the following items in the room in which they are testing:

- Cameras, cell phones, optical readers, or other electronic devices that include the ability to photograph, photocopy or otherwise copy test materials,
- Notes, books, dictionaries or language dictionaries,
- Book bags or luggage, purses or handbags, iPods, mp3 players, headphones, or pagers,
- Calculators (Note: an online calculator is built into the exam system for candidates to use), computers, PDAs, or other electronic devices with one or more memories, personal writing utensils (i.e., pencils, pens, and highlighters), watches, food and beverage, and coats and jackets.
- Hats, hoods, or other headwear are not permitted in the examination room unless required for religious purposes. All items are subject to inspection by the proctor if suspicious behavior is detected.

Please note that sweaters and sweatshirts without pockets or hoods are permitted.

### **Q25: How much time will I have to take the exam?**

**A:** Candidates will have 3 hours to complete their exam. This is the same amount of time that candidates receive at computer-based testing centers.

### **Q26: Am I allowed any breaks?**

**A:** Due to the security of the exam there will be **NO BREAKS** of any kind allowed. If candidate leaves the room for any reason their exam session will be ended immediately. If candidate needs breaks for any reason ACE would encourage candidate to register for a live proctored exam.

### **Q27: Am I allowed scratch paper and writing utensil during my exam?**

**A:** No. There will be a basic 4 function calculator and a note pad option available in the testing program.

**Q28: Can I use wireless ear buds when taking the exam?**

**A:** No. Earbuds of any kind cannot be worn during the exam.

**Q29: What if I have multiple monitors?**

**A:** You will not be allowed to have multiple monitors on during the exam. Please disconnect them prior to your exam start time.

**Q30: Can I have any other open files on my computer?**

**A:** If a candidate has files open when they first connect, the proctor will be able to see them. During check-in, the candidate will need to close all documents and programs.

**Q31: What do I need to bring to the exam?**

**A:** You will need to bring:

- A current, government-issued photo identification with signature (driver's license, immigration card, passport, U.S. passport card, state ID card, or military ID card). You will **NOT** be admitted without proper identification. Candidates who fail to provide proper identification will be considered a no-show and will forfeit exam fees.
- Original documents are required.
- Your first and last name on this notice must match the first and last name on your identification exactly.
- Nicknames are not acceptable.
- If you have more than one last name listed on your government-issued photo ID, the same last names must be reflected on the confirmation email.
- If you have a hyphenated last name, it must be hyphenated on both the identification and on this notice in order to be admitted. Presenting name change documentation (marriage license, etc.) at the time of the appointment is not acceptable. Name change documentation may be submitted to ACE at least one week prior to your testing appointment if needed.
- You may begin to access your exam no more than 15 minutes before your scheduled exam time.

## *After your live remote proctored (LRP) exam*

**Q32: When will I receive my exam results?**

**A:** Candidates will receive their unofficial score report once the exam has been submitted by the candidate. Official results are sent to the exam candidates in their [MyACE account](#).

**Q33: When can I retake the exam?**

**A:** Candidates who do not pass their exam may retake the exam at any point they feel confident for success. We encourage candidates to review their score report first prior to selecting a new date and time. ACE provides complimentary resources to assist candidates via [ACE Answers](#).

**Q34: How much does it cost to retake the exam?**

**A:** The retake fee is \$199.

**Q35: Does it matter if my original exam was taken at a computer-based test center and I want to retake the exam through the live remote proctored (LRP) option?**

**A:** No, there is not a restriction on what testing delivery method you choose.