



YouTestMe

Proposal
for the Insurance Council of British Columbia
RFP 202303

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1 Introduction

YouTestMe Team is thrilled to present our proposal for a service provider for online proctored examinations. Our team at YouTestMe has a proven track record of success in providing end-to-end solutions for exam registration, administration, proctoring, and reporting. We take pride in our decades of experience and expertise.

Most importantly, we have already adapted our system fully for another customer that also delivers LLQP exams and wanted to transition to online examination and proctoring.

Our platform is an industry leader in providing a secure end-to-end solution that combines exam registration, exam administration, proctoring, and reporting into one platform. The best testament to our security standards is that the YouTestMe system is used by both Canadian and US government institutions.

With our 24/7 support and onboarding, our goal is to provide the best and easiest experience possible for all end-users. The regular upgrades and customizations we provide serve to automate and facilitate everything that can be facilitated, ensuring that our clients can focus on what matters most - their exams.

Our online examination solution is designed to provide a secure and efficient way to administer exams remotely. We understand the importance of maintaining academic integrity, and our platform offers multiple levels of security, including authentication, remote proctoring, and AI-based cheating detection. Our solution is also scalable and can handle a large number of concurrent users, ensuring that all candidates have a seamless experience.

We also recognize the importance of accessibility and have taken great care to ensure that our platform is user-friendly and accessible to all candidates, including those with disabilities.

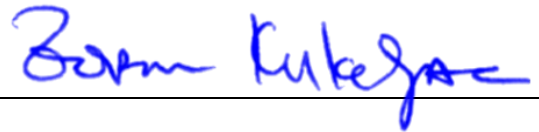
At YouTestMe, we take data privacy and security seriously. We have implemented measures to ensure that all data is stored securely and in compliance with relevant regulations. Our platform is also fully customizable, allowing the Insurance Council of British Columbia to tailor the solution to their exact needs.

We believe that the decades of experience, presence, and expertise that our team offers can contribute to a successful and long-term partnership with the Insurance Council of British Columbia. Therefore, we are excited to present this proposal to you.

The structure of this proposal is done according to your RFP to make it easier for your review and to demonstrate that we support all of your requirements. We are confident that our team is ready to provide you with a turn-key solution that meets all your needs.

2 Company Information

Company Name	Malloc Inc.
Registered Operating Name	YouTestMe
Type	Corporation
Incorporated	August 1994 in Toronto, Ontario, Canada
Business Number	88789 7759
Headquarter Address	150 King Street West, Suite 200 Toronto, Ontario M5H 1J9 Canada
Contact	Toll Free: +1 800 752 9931 Local: +1 647 558 6199 Fax: +1 800 752 9931 * 101
Chief Executive Officer	Zoran Kukoljac zoran.kukoljac@youtestme.com +1 647 290 9131
Chief Product Officer	Aleksandar Nikolic aleksandar.nikolic@youtestme.com +1 647 558 6012



Zoran Kukoljac, Chief Executive Officer

3 Technical Requirements

Before diving into details about each requirement specifically, we recommend going through a short list of quick videos explaining the main concepts that will be used to support the workflow you aim to achieve and automate.

These videos will put all the responses from this Proposal into perspective so we heartily advise not to skip them:

#	Important Workflows and Features
1.	Live Proctoring
2.	Record and Review
3.	Multilingual Support
4.	Multilingual Exams
5.	Accommodations
6.	Booking Exams
7.	Email Notifications

#	Main Users
1.	Candidate
2.	Proctor
3.	Customer Service Representative
4.	Exam Manager
5.	Question Pool Manager
6.	Administrator

3.1 Exam Registration

3.1.1 Feature Descriptions

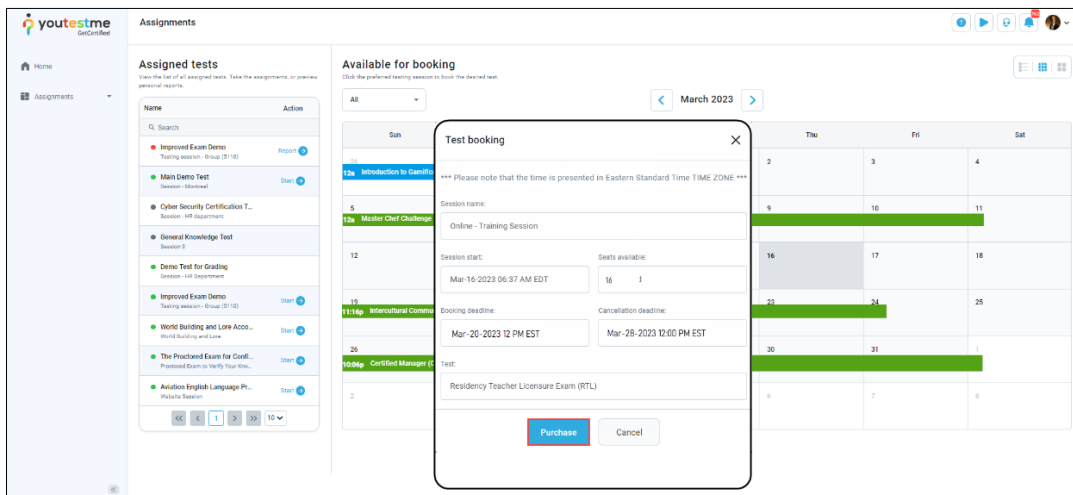
1. **Describe the exam registration process and requirements for examinees writing online exams (including exam instructions).**

There are three exam registration processes available, depending on the type of the exam and its availability:

1. **Allowing only eligible examinees to register.** Typically done for official exams.
2. **Allowing all examinees to register.** Typically done for practice exams.
3. **Hand-picking the examinees that can access the exam.** Typically done for exams with special rules.

Allowing only eligible examinees to register

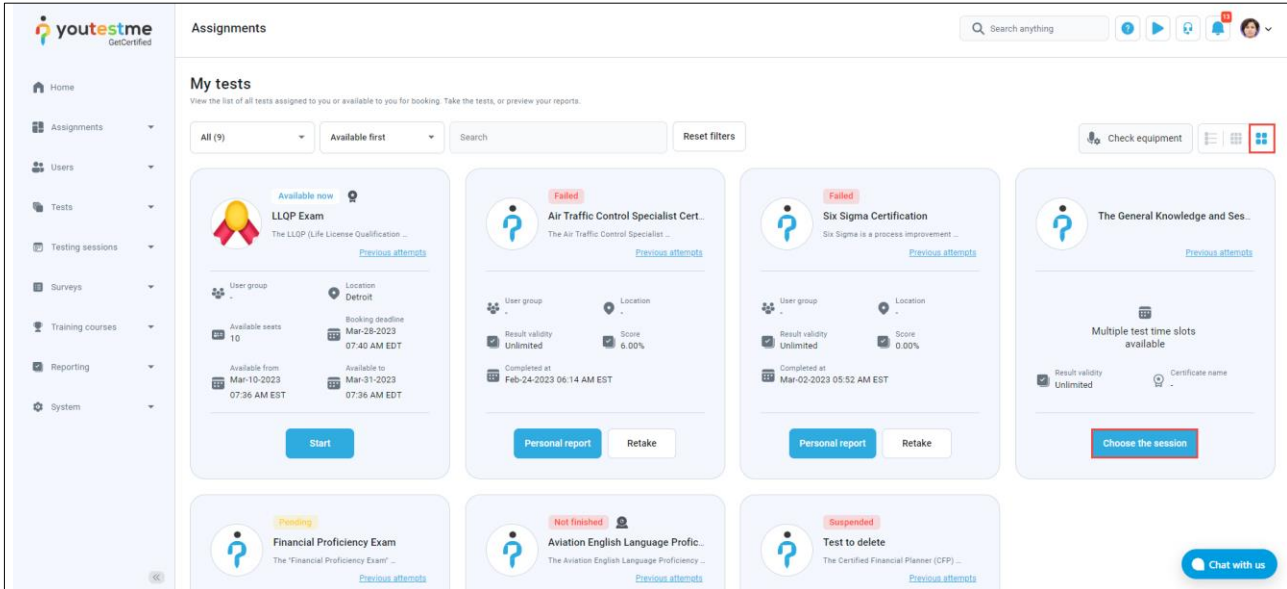
YouTestMe provides the option to manage and govern a candidate's admission to a specific exam using the authorization feature. If multiple tests are being offered to various candidate groups, the exam authorization feature provided by YouTestMe can be highly effective in organizing which tests are available to which candidates. Authorization is typically granted automatically once payment has been made, ensuring that a candidate can only view and attempt the tests that they have purchased.



Depending on the proctoring settings, an authorized candidate can either:

1. Begin an automated proctored exam at their convenience or
2. Book a time-limited session for a live proctored exam.

In either scenario, the authorization can only be utilized once. Therefore, if a candidate wishes to retake the exam, they must either obtain a new authorization by making a payment or obtain approval from the system administrator.



To use this approach, the exam organizer must enable the self-enrollment and authorization required options when creating the testing session.

New testing session

Testing session name *

Location (optional setting) Time zone

Select one America/Toronto (GMT -5:00)

Available from * Available to *

Assign to group (optional setting)

Select group

Assign to training (optional setting)

Select training

Candidate self-enrollment

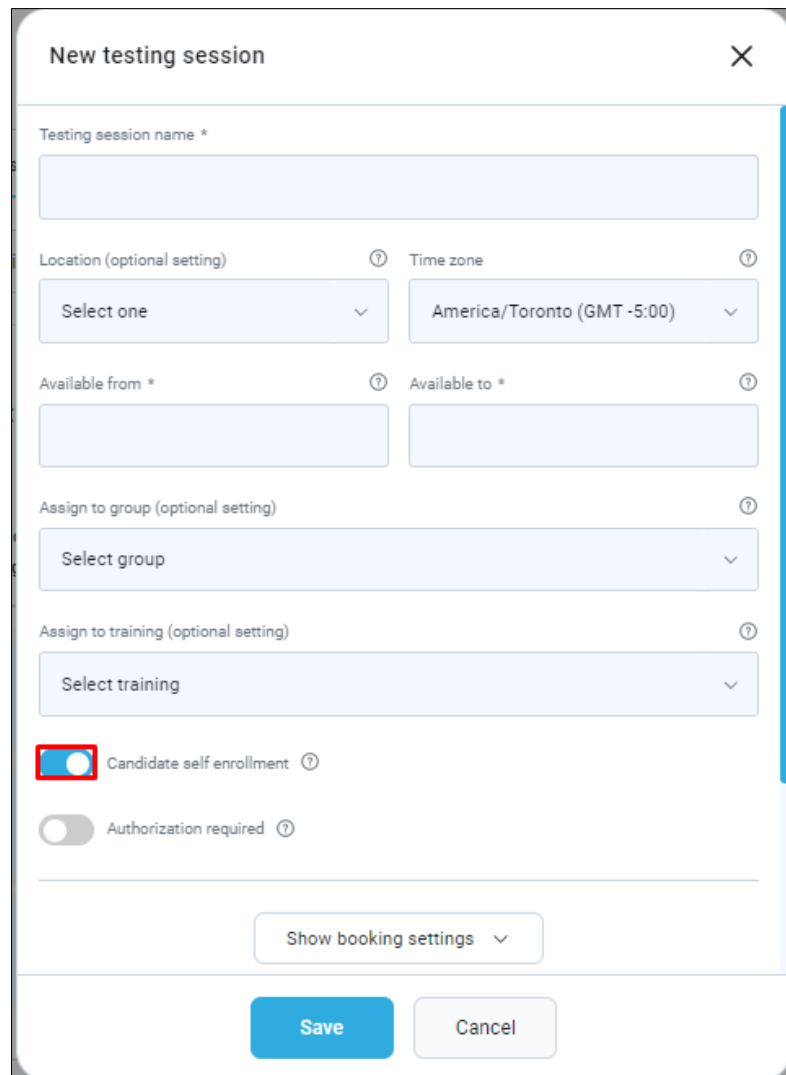
Authorization required

Show booking settings

Save Cancel

Allowing all examinees to register

This scenario will be achieved if the "Candidate self-enrollment" option is enabled. This way, all candidates in the system can access this defined exam, and there are no specific requirements that candidates must fulfill. This exam configuration is recommended for dummy exams intended for candidates to familiarize themselves with the system or for similar purposes. To use this approach, the exam organizer must enable the self-enrollment option when creating the testing session.



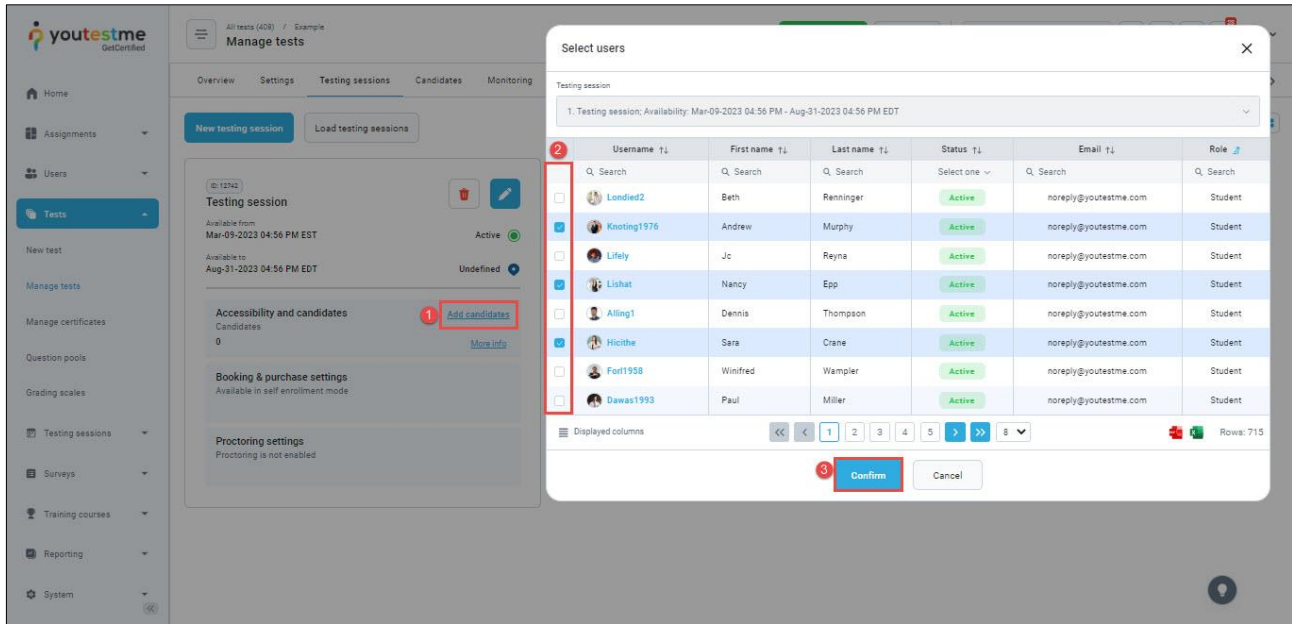
The screenshot shows a 'New testing session' configuration window. It includes the following fields and options:

- Testing session name *
- Location (optional setting) with a dropdown menu showing 'Select one'.
- Time zone with a dropdown menu showing 'America/Toronto (GMT -5:00)'.
- Available from * and Available to * with empty date input fields.
- Assign to group (optional setting) with a dropdown menu showing 'Select group'.
- Assign to training (optional setting) with a dropdown menu showing 'Select training'.
- Candidate self enrollment** (highlighted with a red box) with a toggle switch turned on.
- Authorization required with a toggle switch turned off.
- A 'Show booking settings' dropdown menu.
- 'Save' and 'Cancel' buttons at the bottom.

Hand-picking the examinees that can access the exam

The exam organizer can manually add all candidates who are allowed to take a specific exam. In this case, the self-enrollment option will remain disabled, and no candidate who has not been added by the exam organizer will see that exam.

To use this approach, the exam manager simply needs to click on "Add candidates" and select the candidates for whom they want to create a registration for the given exam.



2. **Are the exams also administered by your organization or by a third-party proctoring service? If by a third-party proctoring service, describe how examinee information is transferred between your organization and the third-party proctoring service, as well as the security measures in place to ensure examinee data is secured and protected.**

Exams are administered solely by our organization. No third party is involved.

3. Describe the features and capabilities of the exam registration platform.

YouTestMe is all-in-one platform covering exam registration, administration, proctoring, reporting and many more options. In this answer, we will focus on the exam registration aspects of YouTestMe.

We offer a wide range of features and capabilities related to the exam registration process, including:

1. **Accommodations:** Candidates can request accommodations for the exam, such as extended time, assistance from a person to read the text due to poor eyesight, allowed food and drink due to specific health issues, etc.
2. **Scheduling exams in different time zones.**
3. **Setting booking and cancellation deadlines for exams.**
4. **Determining whether a specific exam will be available only during certain periods or 24/7.**
5. **Defining access criteria for the exam,** such as whether the candidate must purchase the exam or if it is free of charge.
6. **Offering discounts on the price of a specific exam.**
7. **Multilingual support for the application:** YouTestMe supports multiple languages, including English, German, Spanish, French, Italian, Dutch, and Serbian. Other languages can be added upon request to meet the needs of different customers.
8. **Automatic email and app notifications:** This feature sends automated email and app notifications to all stakeholders involved in the exam registration process, including exam details, dates, times, and other important information.
9. **Customizable content for email and app notifications:** This feature allows complete customization of email and app notification content, allowing exam organizers to personalize messages and provide additional information based on specific exam requirements.
10. **Language selection for notifications:** This feature enables users to receive notifications in the language they have selected in their profile, particularly useful for international organizations with employees who speak different languages.
11. **Three different workflows for exam registration**
 - a) **Exam authorization:** This feature enables the exam organizer to manage and govern a candidate's admission to a specific exam using the authorization feature, providing enhanced security and integrity for the testing process.
 - b) **Manual candidate registration:** Exam organizers can manually add specific candidates to a particular exam.
 - c) **Candidate self-enrollment:** This feature allows candidates to register themselves for open exams where the "Candidate self-enrollment option" is enabled.

4. Describe how examinees register for an exam, as well as schedule an exam date and time on the platform.

Depending on the exam type, there are two recommendations for setting up the exam date and time.

1. **Exams that are proctored live by YouTestMe proctors** in real-time remotely with the help of artificial intelligence (AI) **require setting up the exact exam date and time** so YouTestMe proctors know when they have to be present.
2. **Exams that are proctored automatically by artificial intelligence** can be **open at all times** since YouTestMe proctors do not have to be present during the exam and their role is to examine the recordings generated by the AI for each candidate.

Both options are handled easily through the concept of **testing sessions**.

1. Testing sessions allow you to determine when the exam can be taken.
2. A single exam can have any number of testing sessions.
3. You can have any number of sessions specified for a single day or week or month, allowing candidates to choose the exact time that works for them.

From the candidates' perspective, the process is very straightforward and the application leads them through these simple steps:

1. **Choose** the exam from the list of exams.
2. **Purchase** the exam if it has a price.
3. In the case of automated proctoring, they can:
 - a. **Start** the exam immediately (or whenever it suits them)
4. In the case of live proctoring, they would:
 - a. **Book** the desired date for the exam.
 - b. When the date comes, **start** the exam.

5. **Does the exam registration system have the ability to verify the eligibility of examinees to write the exam? Describe the process.**

There are four workflows for approving the eligibility of examinees to write the exam.

1. **Automated API-based approach**
2. **Manual verification by YouTestMe staff**
3. **Manual verification by the customer staff**
4. **Excel-based verification by the customer staff**

Automated API -based approach means that the YouTestMe system will:

1. **The YouTestMe application pulls the eligibility data automatically from the customer's system** where the eligibility information is stored. Typically, that is a simple Yes/No flag to determine if the candidate is eligible to write a desired exam.
2. **The YouTestMe application performs the verification automatically** (check the value of the flag)
3. **The YouTestMe application allows/disallows the candidate to start the exam** depending on the value of the flag
4. **The candidate starts the exam**

Manual verification by YouTestMe staff means that:

1. **The customer provides YouTestMe staff with the exact set of rules** for determining the candidate's eligibility
2. **The candidate uploads the necessary information** to determine their eligibility
3. **YouTestMe staff verifies the eligibility of the candidate manually** by comparing the uploaded information with the rules provided by the customer
4. **YouTestMe staff allows/disallows the candidate to start the exam**
5. **The candidate receives an email notification that they are eligible to take the exam**
6. **The candidate (books and) starts the exam**

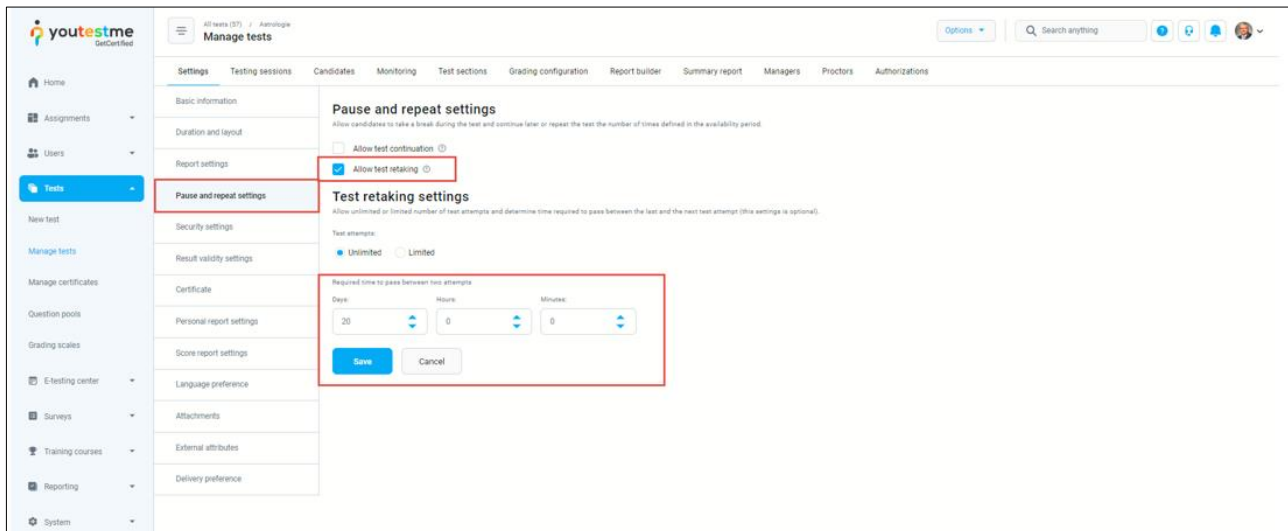
Manual verification by the customer staff is the same process as the **manual verification by YouTestMe staff**, except it is done by the customer staff.

Excel-based verification by the customer staff:

1. **The customer uploads the Excel file with the eligibility information into the YouTestMe application** (on a regular basis)
2. **The candidate tries to start the exam**
3. **The YouTestMe application performs the verification automatically** (check the value of the flag)
4. **The YouTestMe application allows/disallows the candidate to start the exam** depending on the value of the flag
5. **The candidate starts the exam**

6. Describe how exam attempts and waiting periods are managed.

The exam manager can set the number of attempts allowed for each candidate as well as the waiting period between attempts. This means that users can choose how many times a candidate can take the same exam and how long they must wait before retaking it. By allowing such customizations, YouTestMe enables users to tailor their testing process to meet their specific requirements and ensure that candidates have a fair and appropriate testing experience.



7. Describe how ineligible examinees are prevented from registering for the exams.

To prevent ineligible examinees from registering for the exams, YouTestMe has the Authorizations module. The purpose of the authorizations is to handle which examinee should be allowed to take which exam. Examinees without authorization for a specific exam cannot see or access it.

Typically, authorizations are handled through the integration with another system that is allowing the YouTestMe platform to synchronize the eligibility information with its Authorizations module. Alternatively, the exam manager can award the authorizations manually through the system.

8. Describe how the exam registration system accommodates special circumstances such as challenging the exam where pre-requisite courses are not required, special waiting periods are allowed, etc.

There are two ways of accommodating special circumstances:

1. **Manually overruling predefined settings as an administrator**
2. **Allowing special accommodations**

Manually overruling predefined settings as an administrator simply refers to mechanisms that allow administrators to bypass the standard settings and, for example, manually **allow a candidate to access the exam even though they did not go through pre-requisite courses**.

Allowing special accommodations refers to a mechanism that allows candidates to request things like:

1. **More time for an exam**
2. **Multiple bathroom breaks during the exam**

YouTestMe has a mechanism in place that allows approving/not approving these requests and notifying the proctors immediately.

9. Describe the type of communications provided to examinees and the timeframes these communications are provided.

As an introduction to our response, please take a look at the [video explaining automatic email notifications](#).

Communication with examinees can be categorized into three groups:

1. **Before the exam:** Communication mainly involves **automated email notifications** sent to examinees, which include:
 - a. **confirmation of purchased exams**
 - b. **instructions for taking the exam**
 - c. **reminders for upcoming exams**, and other relevant information.
2. **During the exam:** Examinees can reach out to technical support via **chat or phone** if they encounter any technical difficulties during the exam. **Immediate assistance** will be provided to resolve the issue.
3. **After the exam:** Communication focuses on **announcing the exam results via automated email notification** and providing information on how to access them.

Live chat support is available throughout the entire application in all three phases, making it easy for examinees to reach out for assistance at any time. YouTestMe ensures that examinees have access to support throughout the entire exam process, from registration to result announcement.

10. How are exam booking confirmation, exam details, exam rules, and regulations communicated to the examinees?

As an introduction to our response, please take a look at the [video explaining how to book an exam](#).

The exam booking confirmation, exam details, exam rules, and regulations are provided to examinees through the following types of email notifications:

1. **eTest Online Exam Booking Confirmation**
2. **Cancel Booking**
3. **Exam Booking Reminder**

eTest Online Exam Booking Confirmation

Once a candidate has booked an exam, an automatic booking email notification is triggered, which can be configured to suit your specific needs.

This email notification can be customized to address the candidate by their first name, first and last name, username, or any other preferred method.

You can also choose to include a **direct link to the application** and provide details such as the exam name and when the session will be available.

Additionally, you can add **important exam instructions** that will help the candidate prepare for the exam.

Below is an **example** of a booking email confirmation:

Dear Irene,

You have a pending registration for the following exam: "Compliance Assessment: Federal and State Laws and Regulations"

Date & Time: 2022-01-19 12:00 EST

ACCESS TO THE CERTIFICATION EXAM

- You can access your certification exam by logging into this [link](#).

GETTING READY TO TEST

For a detailed guide on the YTM online examination system, review the [Exam Taking Guide](#).

You must present a valid government-issued ID before your exam and the name on your student profile must match exactly with the name on your government-issued ID.

ACCEPTABLE ID

Acceptable forms of identification include Drivers License, Passport, Citizenship Card, Permanent Resident Card.

TEST ACCOMMODATIONS

If you need special accommodations during your exam, please contact us for approval **30 days BEFORE** your exam appointment.

TEST REQUIREMENTS

The proctor will be monitoring your environment during the exam. Any suspicious sounds heard through your microphone, or persons visible through your camera other than you could lead to the proctor terminating your exam early.

For a successful and trouble-free experience, please make sure you satisfy all of these requirements ahead of your scheduled exam.

- A quiet and private environment for the test
- A desktop or laptop computer
- A working webcam
- Microphone (or headphones with a microphone)
- A stable and fast internet connection
- Valid government-issued photo

CLEAN DESK

No objects are allowed on your desk during the exam except your computer.

You must clear the testing environment of any preparation materials or unauthorized items to avoid exam violation.

The following shows examples of what is **NOT** allowed during the exam. This is not an exhaustive list.

- Mobile phone (an app is available to communicate with the proctor)
- Tablet
- Second screen
- Calculator*
- Textbooks*
- Scrap Paper*
- Food or Beverages
- Cigarettes, e-cigarettes, vape pen, or other smoking device/instrument

*Please note that a calculator and online notepad are provided to you within the testing platform, you cannot use your own.

EXAM SESSION RULES

We take steps to ensure that every testing experience is a good one, but we still stop your exam if the rules aren't followed.

- You must stay within your webcam view
- You should be the only person in front of your camera
- You cannot get up and walk around
- No one can enter your testing environment
- You cannot get up and walk around
- No one can enter your testing environment
- You cannot leave your testing environment
- Washroom breaks are not permitted. If you have a medical condition that requires special accommodations, please contact us for approval 30 days **BEFORE** your exam appointment.
- You cannot move your webcam once your testing session has started
- You cannot move your webcam once your testing session has started
- Mumbling or speaking out loud is not permitted
- You may not use other tabs

SCHEDULING AND RESCHEDULING

Before scheduling your exam, you will be required to do the [Equipment Validation Check](#) to ensure your equipment and internet connection are satisfactory for you to be able to take the test.

Exam bookings can be made up until 1 hour before the scheduled exam start time. If you are unable to attend the exam, you can reschedule without penalty up to 2 business days (48 hours minimum) before the exam date.

TECHNICAL ISSUES ON EXAM DAY

If you experience technical issues on exam day, immediately contact Exam Session Technical Support at **(888) 888-888** for assistance.

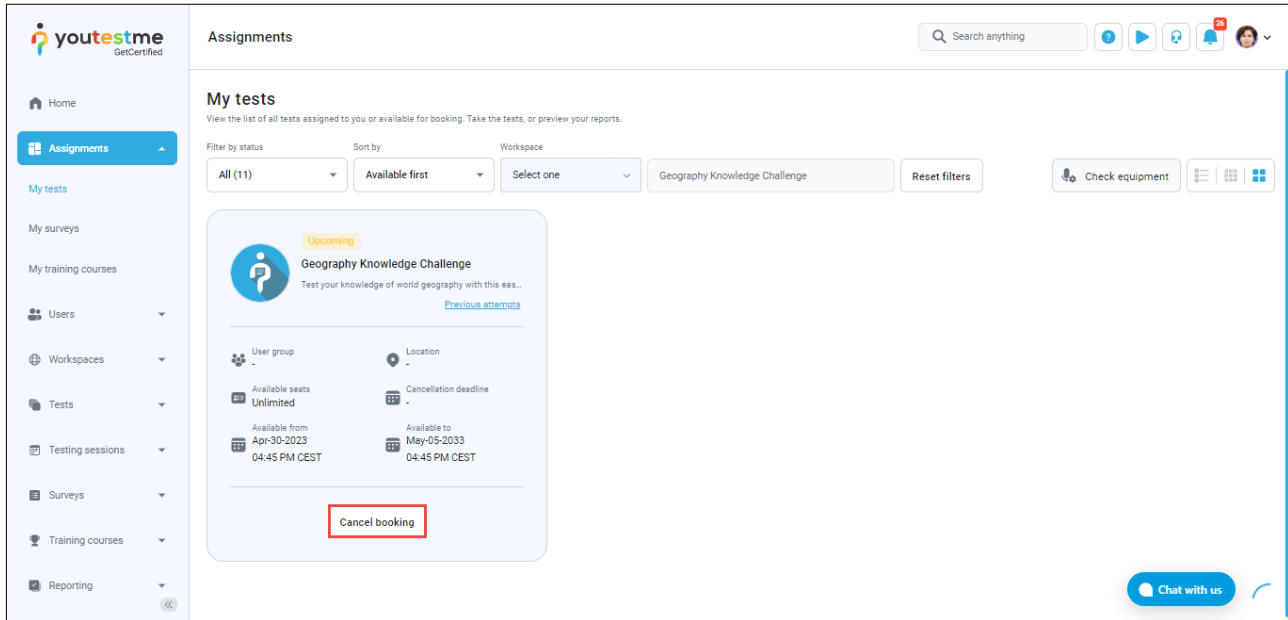
Please do not reply to this email.

Thank you for using the application.

Cancel Booking

Once the exam has been booked, the candidate has the option to cancel their attempt if necessary.

This can be easily done with a simple click of the **Cancel booking** button.



To provide additional control over the cancellation of booked exams, the exam organizer can set a **cancellation deadline** for testing sessions.

This allows candidates to cancel their booked attempt only within a defined number of days or hours before the exam's scheduled start time.

If a cancellation deadline is defined, the candidate will be able to cancel their booked attempt within that time frame.

Below is an **example** of a cancellation email confirmation:

Dear Irene,

This email confirms that the following exam sitting has been canceled:

Course Name: "Compliance Assessment: Federal and State Laws and Regulations"

Date & Time: 2023-03-19 12:00 EDT

Please do not reply to this email.

If you have any questions, please contact our Customer Service Department at 888-888-8888.

Thank you for using the application.

Exam Booking Reminder

By specifying the number of days in advance for the email notification to be triggered, the exam organizer can ensure that the candidates are well informed and appropriately prepared for their upcoming exam.

For more information on how to configure **upcoming exam sessions reminder**, please read this [article](#).

Below is an **example** of an upcoming email confirmation:

Dear Irene,

This is a reminder of your upcoming exam booking for the following: "Compliance Assessment: Federal and State Laws and Regulations"

Date & Time: 2023-03-19 12:00 EDT

GETTING READY TO TEST
For a detailed guide on the YTM online examination system, review the [Exam Taking Guide](#).

TEST REQUIREMENTS
The proctor will be monitoring your environment during the exam.
For a successful and trouble-free experience, please make sure you satisfy all of these requirements ahead of your scheduled exam.

- A quiet and private environment for the test
- A desktop or laptop computer
- A working webcam
- Microphone (or headphones with a microphone)
- A stable and fast internet connection
- Valid government-issued photo

Please do not reply to this email.

11. Describe how examinee registration information is transferred or integrated into systems.

The best way to transfer examinee registration information is using the YouTestMe API. This will allow full automation of the process. Mechanisms for sending/receiving this information are already in place and usually require small adjustments based on the system(s) YouTestMe is communicating with.

12. Describe the level of customer service support provided to examinees.

YouTestMe customer service is **available 24/7**, assuring exam-takers that they can reach out to us anytime. Whether they have encountered technical difficulties before/during the exam, or have questions after the exam, our team is always ready to provide support.

We offer technical support services to help exam-takers with a wide range of challenges, including how to start an exam, exam instructions, and any technical difficulties they might face during the exam, such as getting the camera and screen-sharing to work, or using calculators. We understand that taking an exam can be stressful, and technical difficulties can add to that stress. That's why we are committed to providing reliable and efficient technical support services to help ensure a seamless testing experience for everyone involved. Our goal is to help exam-takers complete their exams with minimal interruption and provide the best possible exam experience for our clients and their candidates.

13. Describe the level of customer service support provided to the Insurance Council.

Just like our commitment to offering **24/7 customer service** support for candidates, we will extend the same level of support to the staff of the Insurance Council.

In addition to the in-app chat available 24/7, we can always set up a meeting with the Insurance Council representative to discuss any strategic topics, customization, and concerns, and share our recommendations if the Insurance Council needs any form of expertise in this field.

We take very seriously each and every inquiry or concern the client may have, and we assure prompt and comprehensive responses to all requests.

Our team is always ready to work diligently to find a solution, and we ensure that each request is handled with the utmost urgency without compromising the quality of our service. Our aim is to exceed the expectations of the Insurance Council by providing timely and efficient customer service support.

14. Describe how examinee privacy, security of data and protection are achieved and maintained.

This requirement is explained in detail in the following chapters:

- Cyber Security Requirements
- Reporting and Data Files -> Descriptions -> Item 1

15. Examinees with disabilities or medical conditions may have difficulties writing exams in a traditional format. Describe the special accommodation request and review process.

Before diving into the accommodation request and review process, we must mention that YouTestMe has been developed according to the Web Content Accessibility Guidelines (WCAG) and ensures equitable access to web, document, and print for people with disabilities by offering:

1. **Text-to-speech, high-contrast theme, enlarged cursor, large fonts** - for visually impaired users
2. **Closed captioning** - for low-hearing users
3. **Keyboard shortcuts** - for users with limited mobility

Also, as an introduction to our response, please take a look at our [accommodations video](#).

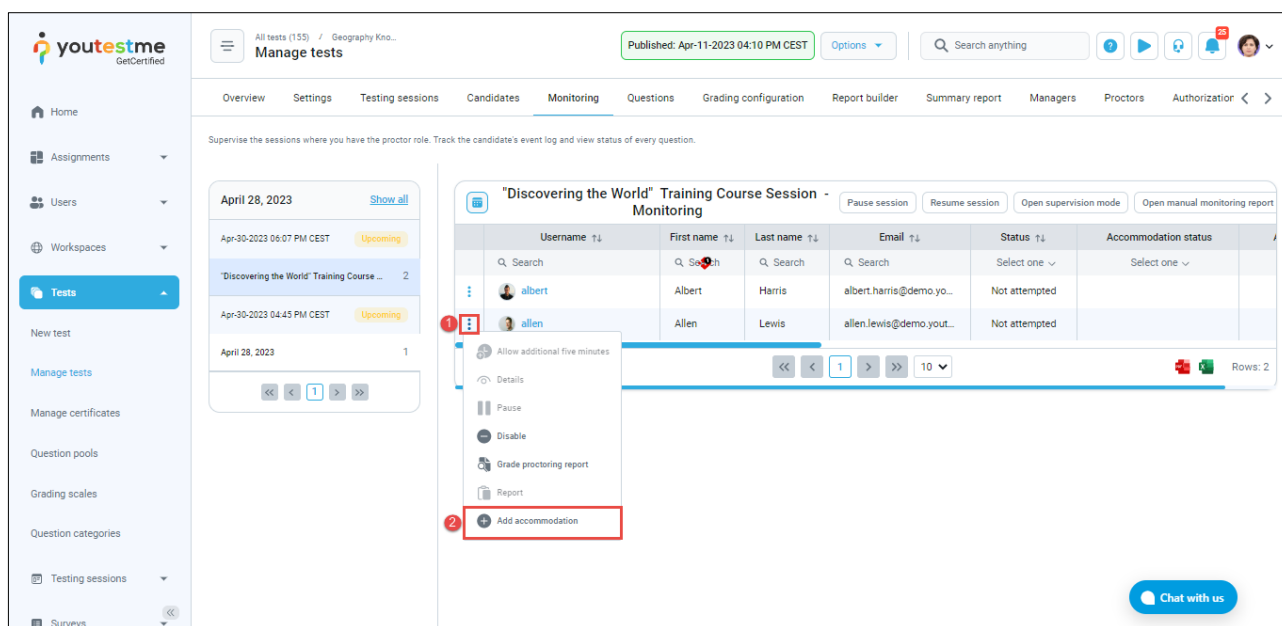
Depending on the candidate's needs, there are several accommodation types including:

1. **Required 1-1 session with a proctor** - this is a more personalized experience. For example, the candidate would need assistance from the proctor to read the questions and answers.
2. **Time accommodations** - these provide additional time for candidates to complete the exam. There are several options available, including:
 - a. Extra time - 50% of the original exam time.

- b. Extra time - double the amount of original exam time.
 - c. Extra time - 1 hour.
 - d. Manually defined time - this allows for a customized amount of additional time.
3. **Other accommodations** - this category includes a range of additional accommodations, such as allowing food and drink during the exam. These accommodations are determined on a case-by-case basis, depending on the individual needs of the candidate.

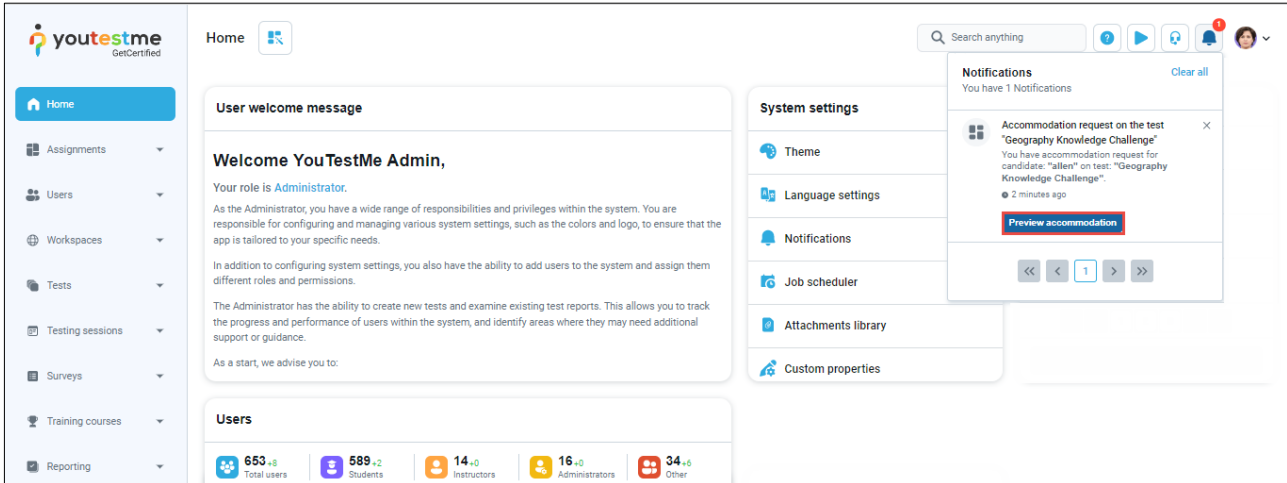
While the exam organizer can add accommodations to a user, the proctor must accept it before the candidate is notified of anything. After submitting the request to the proctor, they will receive an email and application notification. The proctor reviews it and changes the status from pending to approved.

On the Manage tests page within the Tests module, the exam organizer can add accommodations for individual candidates with the **Add accommodations** option.



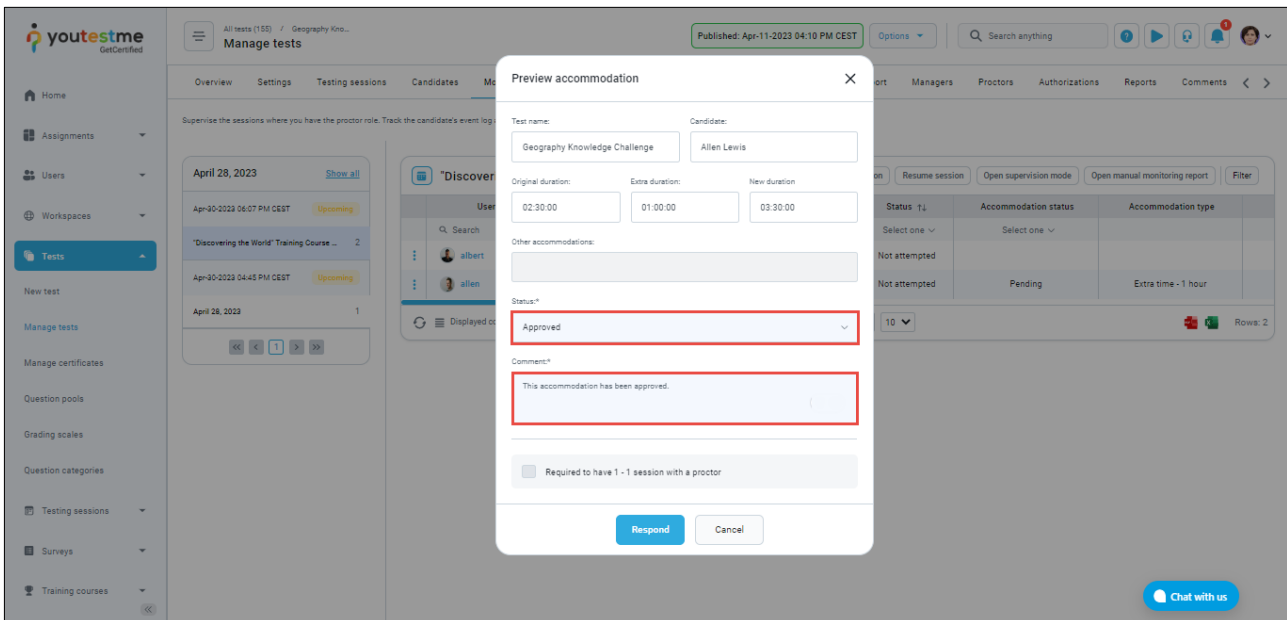
As soon as the exam organizer adds a special accommodation, the proctor receives a **notification via email** and app, informing them of the new request.

When the proctor clicks on the Preview button, a pop-up dialog appears, giving them the opportunity to approve the accommodation.



Until the proctor takes action on the request, the candidate’s accommodation status remains Pending, awaiting a resolution. This process ensures that every candidate receives fair and equal access to the testing experience, with accommodations tailored to their individual needs.

When a proctor is presented with a special accommodation request, they can take action by selecting the Respond button. This will bring up a pop-up dialog where the proctor can review the details of the accommodation and approve the request. Additionally, the proctor can add a comment to provide additional context and information about their decision.



16. What are the type of devices, operating systems, and web browsers supported?

The YouTestMe system supports a wide range of devices, operating systems, and web browsers, ensuring that our clients can take exams using the device and software that they prefer. The system is designed to be accessible and user-friendly for all users.

Our system supports desktop and laptop computers, running either Windows or Mac operating systems.

In terms of web browsers, we support the latest versions of popular browsers, including Google Chrome, Mozilla Firefox, Microsoft Edge, and Safari. Our platform is optimized for these browsers to ensure smooth operation and compatibility.

For mobile devices, our system can be accessed through mobile web browsers, but we recommend using a desktop or laptop computer for optimal performance, especially for proctored exams.

3.1.2 Minimum Requirements

- 1. System available in bilingual option, both English and French, is desirable but not required. English is mandatory.**

At YouTestMe, we take pride in offering a [system that supports over 50 languages, including English and French](#). This functionality allows users to interact with our platform in their preferred language, making it a crucial feature for organizations with a global or multilingual audience. This feature can significantly improve user engagement and retention, accessibility, and usability.

Our commitment to bilingual support extends to our customer service, with our [support representatives and proctors being fluent in both English and French](#). This ensures that all our clients can receive the assistance they need in their preferred language. Additionally, we offer the option for clients to set the default language preference for candidates when creating their profiles, saving them from having to set it manually.

In summary, the YouTestMe system fully supports both English and French languages, allowing each user to choose their preferred language for the application. Our bilingual customer support services further reinforce our dedication to providing a personalized and inclusive experience for our clients and their candidates.

- 2. System should be compatible with both PC and Mac, and most internet browsers, including but not limited to, Google Chrome, Microsoft Edge, and Safari.**

The YouTestMe system is compatible with both PC and Mac. The YouTestMe system is compatible with major internet browsers including Google Chrome, Microsoft Edge, and Safari.

3. Must include a secure, PCI compliant, transaction platform to receive and process payments and reimbursements in Canadian dollars.

The YouTestMe platform includes a secure, PCI-compliant transaction platform to receive and process payments in Canadian dollars. We have integrated with Stripe, which is a trusted and reliable payment processing platform that ensures the security and privacy of all transactions.

Stripe is fully PCI compliant, which means that it adheres to the highest standards for payment security. It uses advanced encryption and tokenization techniques to protect sensitive information, and all data is stored securely in Stripe's servers. With Stripe, our clients and their examinees can rest assured that their payment information is fully protected.

Our integration with Stripe also enables us to provide a seamless payment experience for our clients and their examinees. Payments can be made quickly and easily, without the need for manual processing or paperwork.

4. System must collect examinee identification information, such as, their full legal name, date of birth, contact number, residential address, email address, CIPR number, and an official government-issued photo identification at registration.

The YouTestMe system fully supports the collection and storage of examinee identification information, including default and custom fields.

There are default identification fields that include **first name, middle name, last name, employee ID, date of birth, gender, phone number, affiliation, street address, city, state/province, country, and zip code.**

However, our system also allows admins with the highest permission level to create custom properties and add numerous other categories related to personal information. That way, you can include fields like the **CIPR number.**

For more information on how to create custom properties, please read this [article](#).

Furthermore, the system requires each candidate to **attach their ID when taking an exam.** Our proctors then verify the candidate's identity by cross-referencing the ID with the personal information stored in the system and the candidate's recorded face during the exam. For security reasons, once the candidate's identity has been verified, the ID can be deleted from the system.

5. Information regarding examinee’s login details, exam booking information must be communicated to examinees as soon as possible.

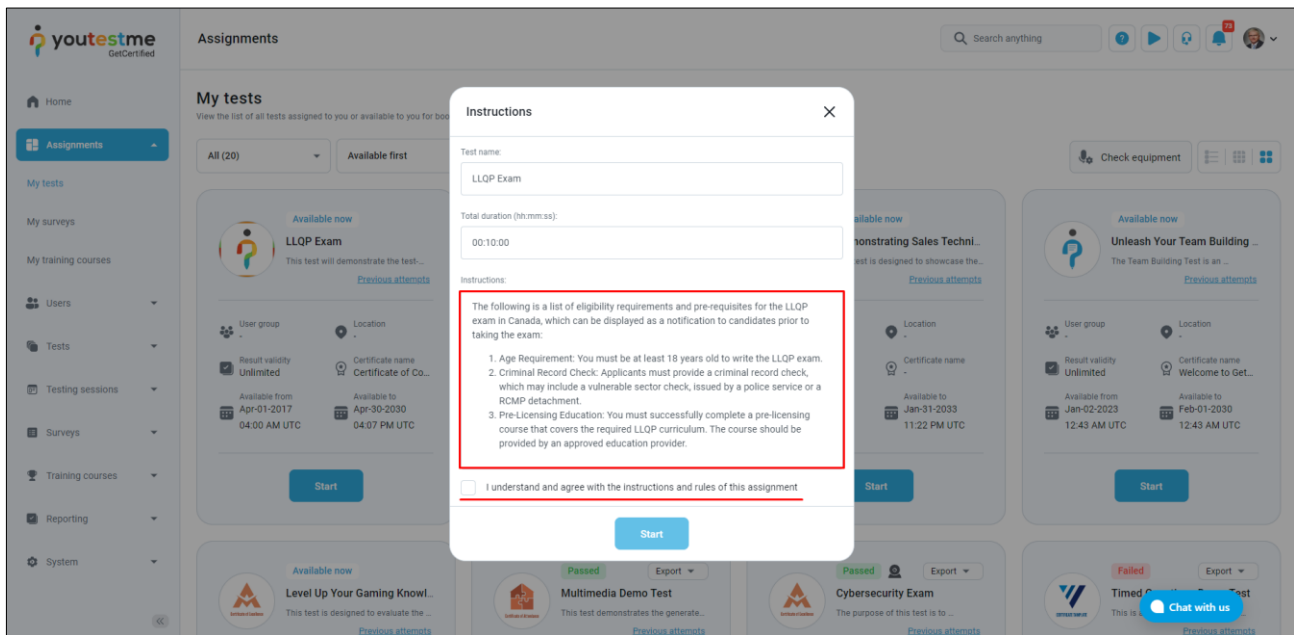
In the YouTestMe system, all this information is **automatically provided to the examinee via email notification immediately after the necessary actions are taken**. This ensures that candidates have timely access to the information they need to prepare for their exams and take the necessary steps to ensure a successful exam experience.

6. System must identify/display the eligibility requirements and pre-requisites required to write the LLQP exam.

Displaying the eligibility requirements can be done on several panels, depending on your preference:

1. On the login page
2. On the homepage
3. Prior to starting the exam

You can use all three options simultaneously if desired.



7. **Must validate the examinee's registration information, including CIPR number and valid pre-requisite course completion with an Insurance Council-approved LLQP course provider, before allowing examinees to schedule an exam date. Exams scheduled must be in accordance with pre-requisite course completed (refer to the LLQP Pre-requisite Course Program table).**

Validating examinee registration information can happen in three ways:

1. **Automatically validating** the examinee registration information **by integrating with the customer's system that contains eligibility information**
2. **Manually validating** the examinee registration information, in which case that can be:
 - a. **Done by YouTestMe staff (additional service)**
 - i. YouTestMe staff can provide this additional service free of charge if the customer specifies exactly where to look at the information and if those resources can be accessed free of charge by YouTestMe staff
 - b. **Done by customer's staff** (through in-app mechanisms to make that a seamless process)

8. **Must keep track of all exam attempts and verify previous exam attempts and register examinees in compliance with the LLQP rewrite rules.**

The YouTestMe system **retains a complete history of exam attempt data and** can generate reports with all the necessary information, including the **time of the exam attempt, time spent on the exam, the number of points earned, and much more.**

With our system, clients can access and analyze exam data efficiently, identify areas for improvement, and ensure that they remain compliant with regulations.

The **time of the exam attempt** is especially important to ensure that writing the exam is in compliance with pre-defined rewrite rules.

9. **The exam system must be capable of preventing examinees from registering to rewrite the exam within the assigned waiting period.**

The exam cannot be accessed before the mandatory time that needs to pass between two exam attempts.

There is no way for the candidate to open the exam before that time.

10. System must be able to accommodate special circumstances approved by the Insurance Council, such as the ability to circumvent the pre-requisite course requirement and waiting period requirement.

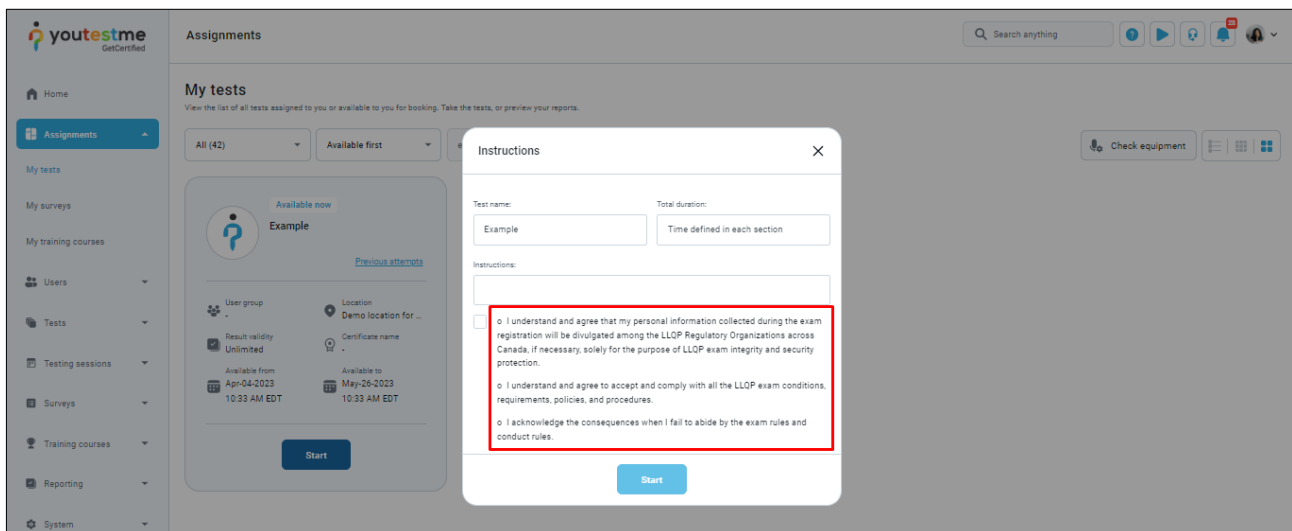
For each rule in the system, there is a mechanism to bypass it if a super-user (administrator) changes the settings manually. This is the safety net, created exactly for the purpose of handling special situations.

11. Provide exam rules and examinee conduct rules to the examinees, and requirement to sign a notice or an agreement in which they:

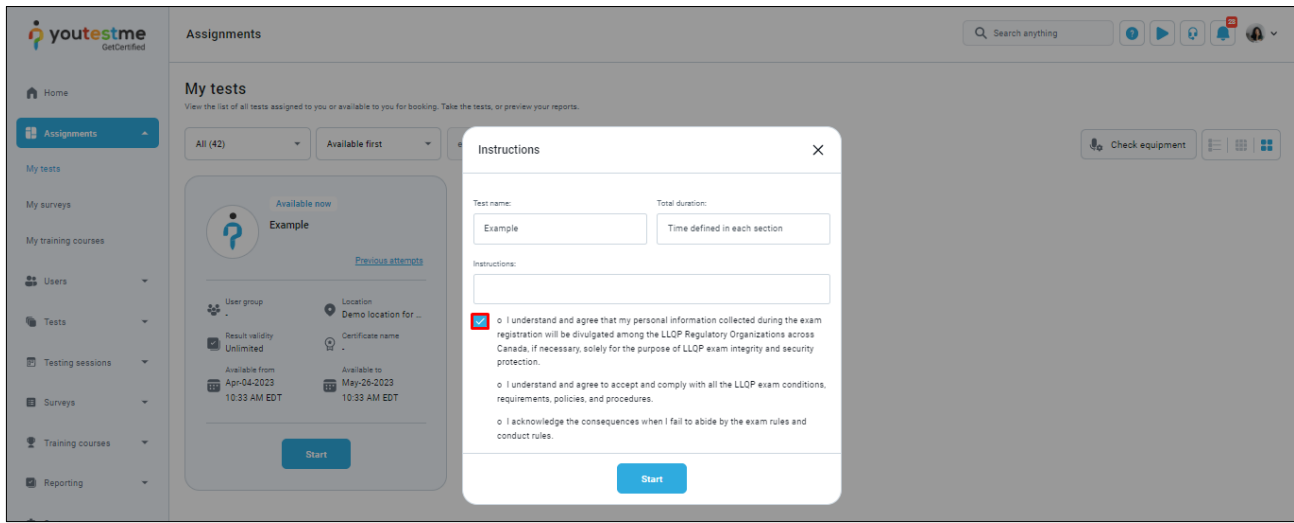
- understand and agree that their personal information collected during the exam registration will be divulged among the LLQP Regulatory Organizations across Canada, if necessary, solely for the purpose of LLQP exam integrity and security protection.
- understand and agree to accept and comply with all the LLQP exam conditions, requirements, policies, and procedures.
- acknowledge consequences when they fail to abide by the exam rules and conduct rules.

The YouTestMe provides the option for the client to enter the exam rules and examinee conduct rules and requires them to sign a notice or agreement in which they acknowledge and agree to various conditions.

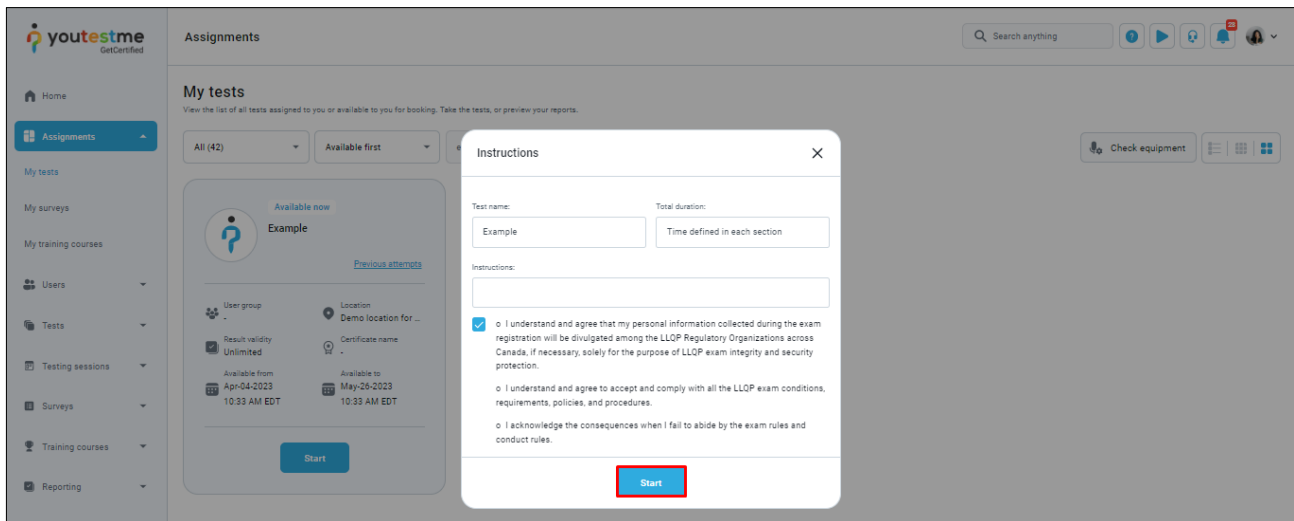
1. Before the start of the exam, all these requirements will be displayed on the candidate's screen.



2. The candidate must check a box acknowledging the instructions.



3. The Start button becomes clickable only when the candidate has acknowledged the instructions, allowing the candidate to begin the exam.



This process ensures that candidates are well-informed of the rules and requirements, and have agreed to abide by them before starting the exam, which is essential for maintaining the integrity and security of the LLQP exam.

12. Include a special accommodation request process.

The special accommodation request process is fully supported and streamlined.

A detailed explanation is in the chapter Exam Registration -> Feature Description -> Item 15.

13. Provide the examinee with an email confirmation or platform to access important information pertaining to their examinations, including but not limited to, their final confirmed exam date, time and location, exam preparation requirements, exam day rules and regulations, and identification instructions.

After every important action in the system, an automatic (and fully customizable) email notification is sent to the candidate, instructor, administrator or other appropriate user role.

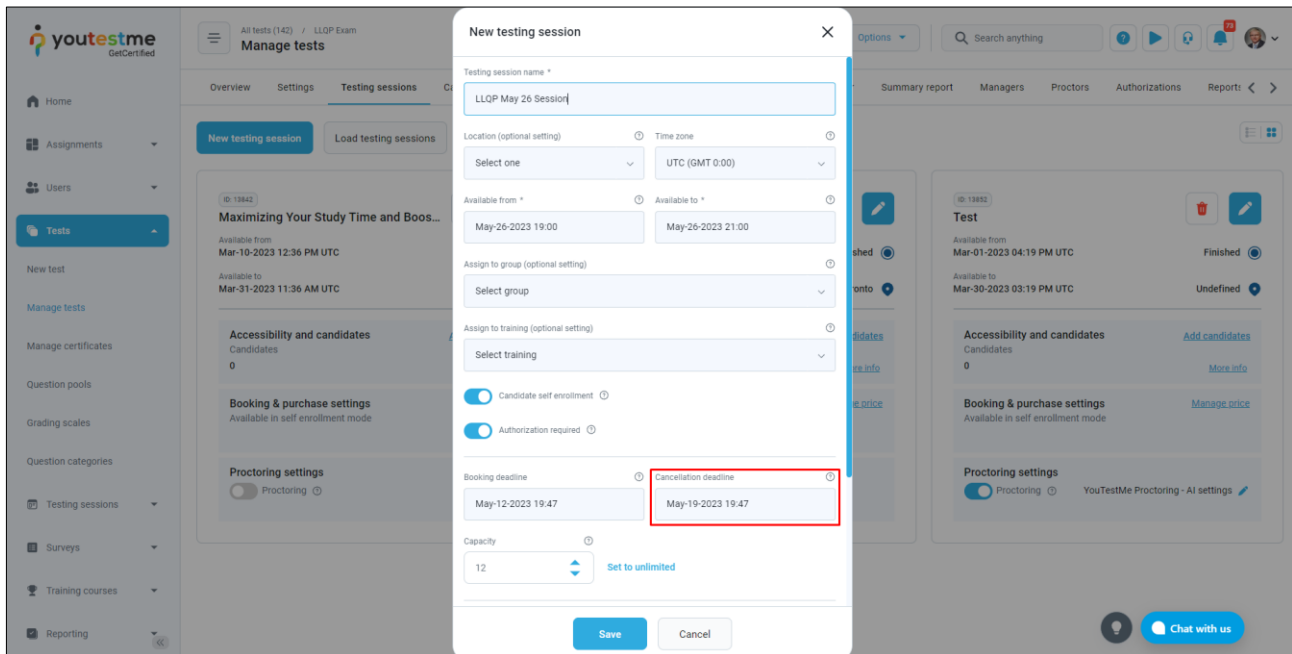
Main exam-related notifications are explained in detail in item 10 of the previous chapter (Exam Registration -> Feature Description -> Item 10).

14. If the exams are administered by a third-party proctoring service, provide the information sharing agreement between your organization and the third-party proctoring service.

No third party is involved in the process. Exam registration, exam administration, and exam proctoring are all part of a single system, and all exam data and information are securely stored within it without any outside access. The client has complete control over the exam administration process and, with YouTestMe support, is the only one with access to the information in the system (including proctoring-related information).

15. Allow the examinee to cancel or reschedule an exam without forfeiting the fee if the cancellation notice is received within specific days before the exam date.

If the cancellation notice is received before the specified Cancellation deadline for that exam session, the candidate can reschedule the exam without forfeiting the fee they previously paid.



Cancellation process from candidate’s perspective is explained in detail in item 10 of the previous chapter (Exam Registration -> Feature UTC Description -> Item 10).

16. Online proctored exams should have a wide range of availability throughout the day and week, including availability in the evening and weekends.

The online proctored exams can be scheduled at any time, as the proctor team is available 24 hours a day, 7 days a week, and 365 days a year.

However, it is important to note that all exam sessions need to be scheduled one month in advance.

This will ensure that the necessary arrangements are made and the proctor team is available to oversee the exams at the desired time.

With this approach, candidates will have the flexibility to choose a time that works best for them, including evenings and weekends, holidays, etc.

17. Customer service team must be reachable by phone and email during regular business hours (e.g., Monday through Friday, 8:30 am to 4:30 pm Pacific Time preferred) and respond to enquiries within 2 business days.

YouTestMe customer service is available 24 hours a day, 7 days a week, and 365 days a year.

We offer multiple channels of communication to our clients, depending on their needs and requirements:

1. **In-app chat** is recommended for communication with exam-takers who may have questions or technical difficulties during the exam. In this case, our response time is almost immediate, ensuring that exam-takers can complete their exams with minimal interruption.
2. **Phone calls** are also recommended for exam-takers who need quick assistance in resolving technical issues during the exam. Our support team is highly responsive, and our response time is immediate.
3. For more detailed requests and issues, **support via email** is recommended for communication with client staff. That way, the client can describe their requests or issue in detail, and we will provide a solution as soon as possible. In this case, our response time is within 24 hours.

18. Ability to adapt to new functions added over the duration of the duration of the contract.

The needs and requirements of our clients may change over time, and we are committed to adapting to those changes. As an expert in custom development for our clients, we have the capability and flexibility to add new functions as per our client's requirements. Whenever a client requests new functionality, we provide a detailed specification with time and cost estimates, ensuring transparency and clarity throughout the process.

Our team of experts is highly skilled and experienced in developing custom solutions. We work closely with our clients to understand their needs and requirements and provide tailor-made solutions that meet their specific needs. Our commitment to providing the highest level of service and support ensures that our clients have access to the latest technology and features, making the exam administration process seamless and efficient.

Important notices about upgrades:

1. Previous data is never lost with customization. All data is preserved and available in the updated version of the software.
2. Regular YouTestMe upgrades are delivered to both customized and non-customized versions of the software.
3. Future updates never override customized features. All customized features remain in the application.

Typical phases of our customization process are:

1. **Change request.** In this phase, the customer is sending a short description of the modification they need.
2. **Analysis:** In this phase, YouTestMe clarifies the requirements with the customer.
3. **Design:** In this phase, YouTestMe writes the specification with time and cost estimates for the customer's approval.
4. **Implementation:** In this phase, the feature is being developed. The customer can follow the progress in the Sandbox environment which is updated regularly.
5. **User Acceptance Testing (UAT):** In this phase, the new feature is deployed to the Sandbox environment, and instructional materials are sent to the customer. The customer goes confirms that the new feature is developed according to the specification.
6. **Deployment:** In this phase, the customized software is deployed to the customer's environment, typically during the night hours and always on a date previously approved by the customer.

3.2 Exam Administration

3.2.1 Feature Description

1. **Describe the categories of online proctoring services offered including the associated cost structure.**

At YouTestMe, we offer two categories of online proctoring services:

1. [Live monitoring](#)
2. [Record & review](#)

With live monitoring, **candidates are monitored in real-time by YouTestMe proctors** throughout their entire exam and with the help of artificial intelligence.

With Record & review, human proctors are not present during the exam, **the candidate is monitored by artificial intelligence**. AI generates a recording of the exam with suspicious moments flagged immediately after the exam attempt. That recording is then reviewed by YouTestMe proctors.

More about these models can be found below.

[Live Monitoring](#)

The Live Monitoring model involves a human proctor who monitors candidates in real time during an exam to ensure they do not cheat. A proctor's role is to verify the identity of the candidate, monitor their surroundings, and detect any suspicious behavior during the exam. With the increasing trend of online education and remote exams, Live Monitoring Process has become an important tool for maintaining the integrity of the assessment process. All this is done with the help of artificial intelligence which notifies proctors of any violations it can detect.

1. **Check-in process**

The check-in process is a significant step in Live Monitoring during exams.

Before the session begins, the proctor will pause the session for all candidates. Once candidates access the exam, they will be redirected to a screen that informs them that the check-in process is in progress. During the check-in process, the proctor verifies the identity of the candidate and ensures that their environment is suitable for taking the exam.

The proctor verifies the identity of each candidate by checking their government-issued ID or other approved forms of identification. They also inspect the candidate's surroundings to ensure that there are no unauthorized materials or persons present. The check-in process typically takes only a few minutes, after which the candidates start the exam.

2. Monitoring process

Proctor is able to monitor up to 6 candidates simultaneously.

During monitoring, the proctor has several options for interacting with the candidate:

- Via microphone option
- Via microphone and web camera
- By sharing the screen
- By using the chat box to send messages or attach media

3. AI-based warnings

In Live Monitoring during exams, the use of AI-based technology can be very helpful to the proctor in maintaining the integrity of the assessment process. The AI can assist the proctor by automatically detecting violations and providing real-time alerts.

The AI is designed to detect violations that occur during the exam, such as opening a new tab, not looking directly at the screen, or being out of the camera's view. When the AI detects a violation, it automatically sends an alert to the proctor, who can then investigate the situation and take appropriate action.

The real-time alerts provided by the AI enable the proctor to intervene quickly and prevent any potential cheating from occurring. For example, if the AI detects that a candidate has opened a new tab, the proctor can immediately investigate the situation and ask the candidate to close the tab. If the system detects that the candidate is not looking directly at the screen, the proctor can remind the candidate of the exam rules and ask them to maintain proper eye contact with the screen.

Overall Live Monitoring Process is the most secure method for monitoring exams, as it allows for real-time monitoring of candidates by human proctors and AI-based technology. With features such as the check-in process, proctor-candidate interaction, and system warnings, Live Monitoring Process provides a comprehensive solution for preventing cheating during exams.

This approach offers the highest level of security and ensures that the assessment process is fair, transparent, and reliable. By utilizing Live Monitoring Process, educational institutions can administer exams confidently and ensure that the qualifications awarded are legitimate and well-deserved.

For more information about the live monitoring model, please read this [article](#).

Record & review

The Record & Review represents a model where the system records the candidate during the whole exam-taking process by flagging suspicious parts of the recording.

Once the exam is completed, a human proctor reviews the recorded video within a maximum of 12 hours after the exam is finished. The proctor will rate and provide a report for each candidate based on their behavior during the exam.

The primary advantage of the Record & Review process is that candidates can take exams at any time rather than being limited to pre-scheduled exam times set by the exam organizer.

1. **Accessing the recordings**

After a candidate completes their exam, the application stores their ID, a recording of their surroundings, and a recording of their exam, including both the candidate and the screen sharing.

This information is securely stored and can only be accessed by authorized personnel - proctor.

To ensure that recordings are reviewed in a timely manner, the system sends email notifications to the proctor on an hourly basis with a list of completed attempts that need to be reviewed. This ensures that candidates receive their results promptly, and that any issues or violations during the exam can be addressed promptly.

2. **Rules for reviewing the recordings**

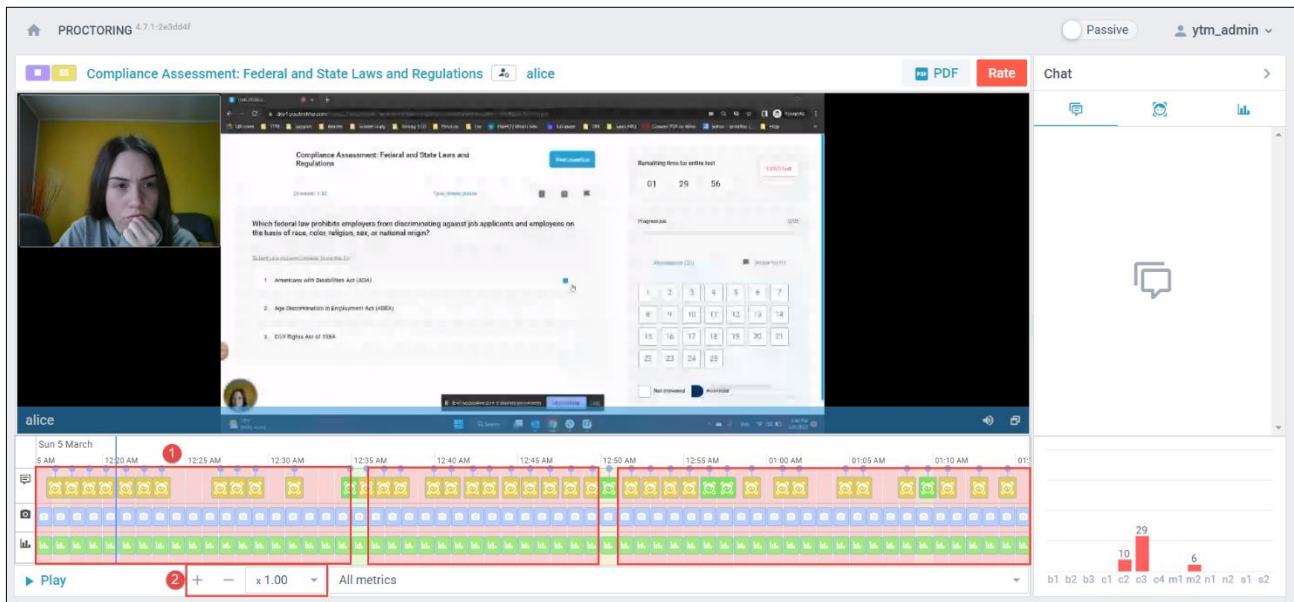
The proctor must check three key aspects of the recording to ensure that the assessment process is fair, transparent, and reliable.

- Firstly, the proctor must **verify the candidate's ID** and ensure that the candidate who completed the exam is the same person who registered for it. This is important to prevent any identity fraud or impersonation during the exam.
- Secondly, the proctor must **review the recording of the candidate's surroundings** to ensure that there are no unauthorized materials or persons present. This helps to prevent cheating during the exam and ensures that the assessment process is conducted under fair conditions.
- Finally, the proctor must **review the video of the candidate taking the exam** to ensure that there are no violations or suspicious behavior during the exam. This includes checking for any unauthorized screen sharing, the opening of new tabs or windows, or other forms of cheating.

To review the recording, the proctor should:

- Check all spots marked red – those spots the system detected as suspicious. These may include instances where the exam-taker looked away from the screen, covered their face, or had someone else in the room.

- Speed up the video and go through it all, just in case. This will help you identify any other suspicious behavior that may have been missed.



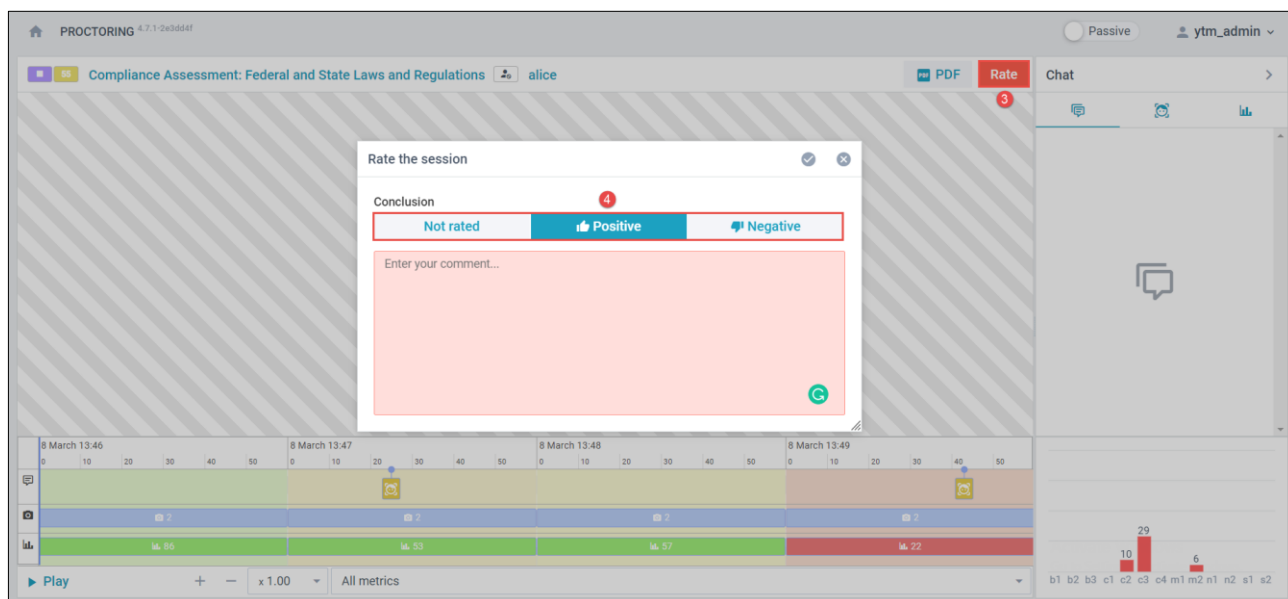
By checking these three key aspects, the proctor can ensure that the assessment process is conducted fairly, transparently, and reliably.

The Record & Review process provides an efficient and secure way of administering exams, enabling educational institutions to maintain the integrity of the assessment process even in remote, unsupervised testing environments.

3. Writing a Proctoring Report

After reviewing the recording, the proctor should resolve all proctoring reports by providing feedback to them and entering a comment for each one of them. Feedback can be:

- Positive (0 violations)
- Negative (There were obvious attempts at cheating)
- Neutral (one more person needs to review suspicious parts to see if the candidate tried to cheat)



The feedback should include a brief description of the incident. This information will be useful for instructors and administrators who need to review the report and take action if necessary.

Overall, this model of administering exams is becoming increasingly popular, particularly in the current climate of remote learning and online education. With the Record & Review process, educational institutions can ensure that the assessment process is fair, transparent, and reliable, even when proctors are not present during the exam.

For more information about Record & Review model, please read this [article](#).

2. Describe types of suspicious behaviour the AI-based behaviour analysis program is able to detect and flag.

Our AI-based behavior analysis program is an industry-leading solution that ensures the highest level of exam integrity by detecting and flagging a wide range of suspicious behaviors.

With our system, clients can rest assured that every exam is monitored closely and thoroughly to prevent cheating and ensure the accuracy of results.

YouTestMe system is able to detect and flag the following types of suspicious behavior:

- The focus changed to a different window
- Full-screen mode is disabled
- Webcam is disabled
- The face not visible or not looking into the camera
- Several faces in front of the camera
- Face does not match the profile
- Similar profile(s) identified
- Atypical keyboard key writing
- Microphone muted or its volume is low
- Conversation or noise in the background
- No network connection
- Screen activities are not shared
- The second display is used

3. Are exam registrations and bookings also managed by your organization or by a third-party provider? If managed by a third-party provider, describe how examinee information is transferred between your organization and the third-party provider.

YouTestMe manages exam registrations and bookings as an integrated part of our platform. We do not involve any third-party providers in this process.

All examinee information is securely stored within our system, and only the client and our support team have access to this data. We do not transfer any examinee information outside of our system to any third-party providers.

Our priority is to ensure the highest level of security and confidentiality for our clients and their examinees.

4. Describe the features and capabilities of the online proctoring service/exam administration platform.

YouTestMe offers a wide range of features and capabilities related to the online proctoring service/exam administration platform., including:

- Creating candidate's profiles in the system in several different ways:
 - **Bulk import** option - The system administrator can import all candidates at once.
 - The system administrator can **allow candidates to register themselves** in the system.
- **Creating exams with a large number of different settings.**
- **Organizing exams on a precisely defined date or allowing candidates to take exams whenever they want.** This can be defined on the exam level.
- Having **two different types of proctored** exams:
 - **Online live exams** - monitored in real-time by a human proctor.
 - **Online AI-proctored exams** - the system detects candidates' violations which are reviewed by the proctor afterward/
- **Exam Payment:** The platform offers an exam payment tool, allowing exam administrators to manage payments and issue receipts.
- **Behavior Analysis:** The platform's AI-based behavior analysis program is able to detect and flag several types of suspicious behavior, including identity verification, environment, movement, collaboration, and navigation.
- A detailed **report about the behavior of each candidate** during the exam.
- **Automated mechanism to delete sensitive personal information** after the desired no. of days.
- **Automated mechanism to remind candidates about exam details** and instructions.
- **Automatic email and app notifications:** This feature sends automated email and app notifications to all stakeholders involved in the exam registration process, including exam details, dates, times, and other important information.
- **Customizable content for the email and in-app notifications:** This feature allows complete customization of email and app notification content, allowing exam organizers to personalize messages and provide additional information based on specific exam requirements.
- **Language selection for notifications:** This feature enables users to receive notifications in the language they have selected in their profile, particularly useful for international organizations with employees who speak different languages.
- **Multilingual support** for the application: YouTestMe supports multiple languages, including English, German, Spanish, French, Italian, Dutch, and Serbian. Other languages can be added upon request to meet the needs of different customers.
- **Accommodations:** Candidates can request accommodations for the exam, such as extended time, assistance from a person to read the text due to poor eyesight, allowed food and drink due to specific health issues, etc.

5. Describe the exam scheduling process and requirements for examinees writing online exams (including exam instructions).

The exam scheduling process and requirements for examinees writing online exams with the YouTestMe platform are as follows:

1. The system administrator, exam manager, or exam organizer defines the criteria that the candidate must meet to take the exam. Only candidates who meet the criteria will receive authorization for the specific exam.
2. Once the authorization is created, the candidate can purchase the exam(s) they are authorized to take.
3. Depending on the type of exam, there are two possible scenarios for scheduling:
 - a. Online-live exams - Steps for scheduling an online-live exam are as follows:
 - i. After the purchase process, the candidate will be presented with a calendar of available exam dates. The candidate will also receive information regarding the defined booking and cancellation deadline.
 - ii. Once the candidate books the desired exam date, an automated email will be sent to them. This email will confirm the exam reservation and provide all relevant information about the exam, such as the exact exam date, technical requirements for taking the exam, and other relevant instructions.
 - b. Online AI exams - This type of exam is available for taking non-stop, which means that the candidate only needs to click on the start button, and the exam will begin.

6. Describe features of the proctoring service platform.

The YouTestMe online proctoring service platform offers a range of features to ensure the security and integrity of online exams. Some of the key features include:

- Recording of the candidate who is taking the exam.
- Recording the candidate's screen.
- Storing recording of the exam-taking process or deleting it after the desired time.
- Requesting candidates to record the working environment before allowing them to start the exam.
- Requesting candidates to upload their ID before allowing them to start the exam.
- System check of all technical metrics of the candidate's equipment (working camera, stable network connection, etc.) before allowing them to start the exam.
- Application chat is available all the time, allowing candidates to contact proctor and technical support whenever and to get needed assistance immediately.
- System detection of candidate violations and marking suspicious parts with red.
- Generating PDF report with percentages numbers of each made violation during the exam.

- **AI-Based Behavior Analysis:** The platform uses artificial intelligence (AI) to detect and flag suspicious behavior during an exam. The AI-based behavior analysis program is capable of detecting and flagging a range of behaviors such as head movement, eye movement, keyboard activity, and more.
- A detailed report by a human proctor about candidates' behavior during the exam.
- **Special Accommodations Process:** The platform provides a special accommodations process for exam-takers with disabilities or special needs to ensure they have equal access to the exam.
- **Multilingual Support:** The platform provides proctoring and technical support services in multiple languages to accommodate exam-takers who speak different languages.
- Multilingual interface.

7. How long would it typically take to be ready to administer the first online exam?

The time it takes to complete these steps depends on the complexity of the exam and the number of exam-takers, but in general, it is possible to set up and administer the first online exam within a few days or weeks, depending on the organization's requirements and readiness.

The time it takes to be ready to administer the first online exam depends on several factors, such as the complexity of the exam, the number of exam-takers, and the customization requirements of the exam.

However, with the YouTestMe online proctoring service platform, it is possible to set up and administer the first online exam within a relatively short period of time. The platform offers a user-friendly interface that makes it easy for exam administrators to create, manage, and administer online exams.

In general, the process of setting up the first online exam typically involves the following steps:

- Setting up the exam content, including questions and answer choices.
- Customizing the exam settings, such as time limits, scoring, and instructions.
- Setting up the exam security features, including proctoring options and anti-cheating measures.
- Configuring the exam delivery options, such as web-based or mobile-based access.
- Creating user accounts for exam-takers and proctors.
- Scheduling the exam sessions and notifying exam-takers and proctors.

8. Describe the process of how examinees can provide feedback about their exam session, and comments about specific LLQP exam questions.

To allow candidates to give feedback on their exam session, you can simply include a few essay questions at the end of the exam that carry zero points and require no grading.

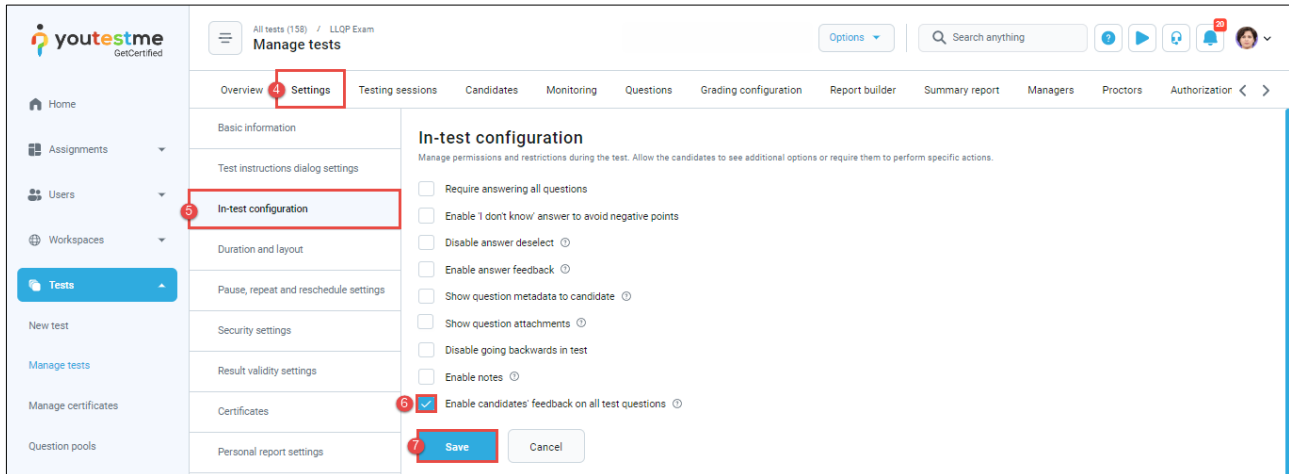
To allow candidates to give feedback about specific LLQP exam questions, the exam manager needs to enable this option by following the next steps:

1. Select the Tests tab.
2. Select the Manage tests tab.
3. Select the exam.

The screenshot shows the 'Manage tests' interface in Youtestme. The sidebar on the left has a 'Tests' tab highlighted with a red box and the number '1'. Below it, the 'Manage tests' option is highlighted with a red box and the number '2'. The main content area displays a table of test information. The 'LLQP Exam' row is highlighted with a red box and the number '3'. The table has the following data:

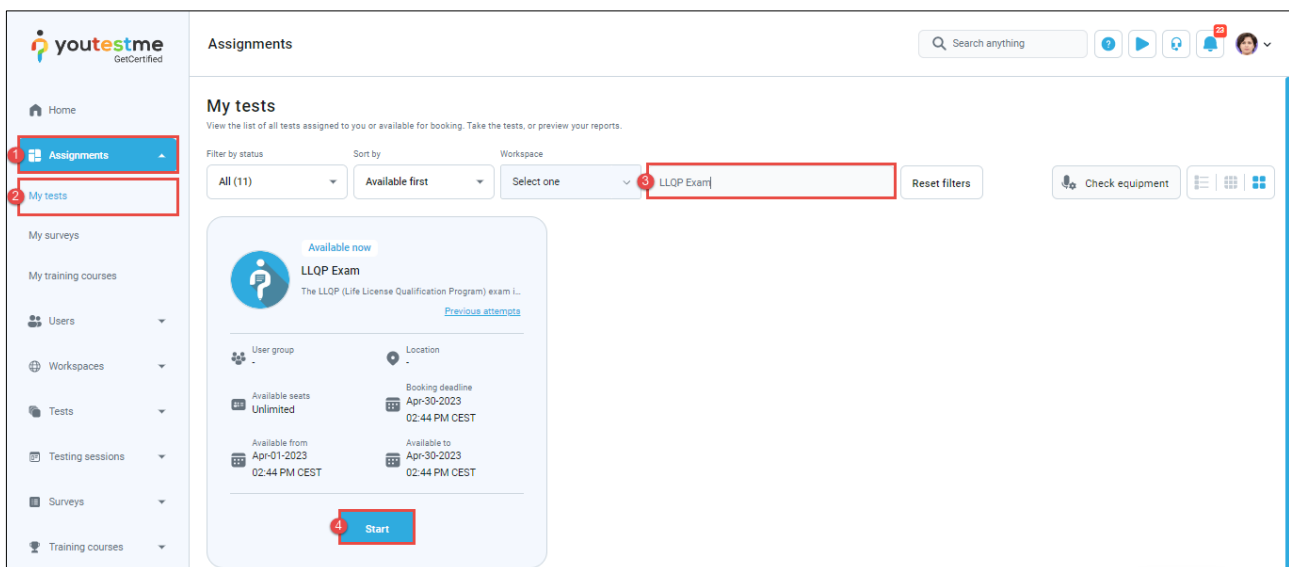
Name	Category	Creation date	Status	ID	Creation type	Retaking enabled	Proctored
Hazard Perception Test for Class...	Commercial Tests libra...	Apr-03-2023 12:51 PM CEST	Published	2025	Generated	Yes	No
Road Safety Test for Class 4A SI...	Commercial Tests libra...	Apr-03-2023 12:48 PM CEST	Published	2024	Generated	Yes	No
Vehicle Maintenance Test for Cla...	Commercial Tests libra...	Apr-03-2023 12:45 PM CEST	Published	2023	Generated	Yes	No
Practical Driving Test for Class 3 ...	Commercial Tests libra...	Apr-03-2023 12:42 PM CEST	Published	2022	Generated	Yes	No
Basic Theory Test for Class 2 Sin...	Commercial Tests libra...	Apr-03-2023 12:30 PM CEST	Published	2021	Generated	Yes	No
Road Rules and Regulations Prof...	Commercial Tests libra...	Mar-27-2023 12:42 PM CEST	Published	2018	Generated	No	No
Aviation Technology Proficiency ...	Commercial Tests libra...	Mar-27-2023 10:05 AM CEST	Published	2016	Generated	Yes	No
Aviation Safety Assessment Test...	Commercial Tests libra...	Mar-27-2023 09:57 AM CEST	Published	2015	Generated	Yes	No
LLQP Exam	Commercial Tests libra...	Mar-16-2023 11:46 AM CET	Published	2007	Generated	Yes	No
World Building and Lore Accom...	Trivia Tests	Mar-16-2023 09:42 AM CET	Published	2006	Generated	No	Yes

1. Select the Settings tab.
2. Select the In-test configuration tab.
3. Enable the option to Enable candidates' feedback on all exam questions.
4. Click on the Save button to save the changes.

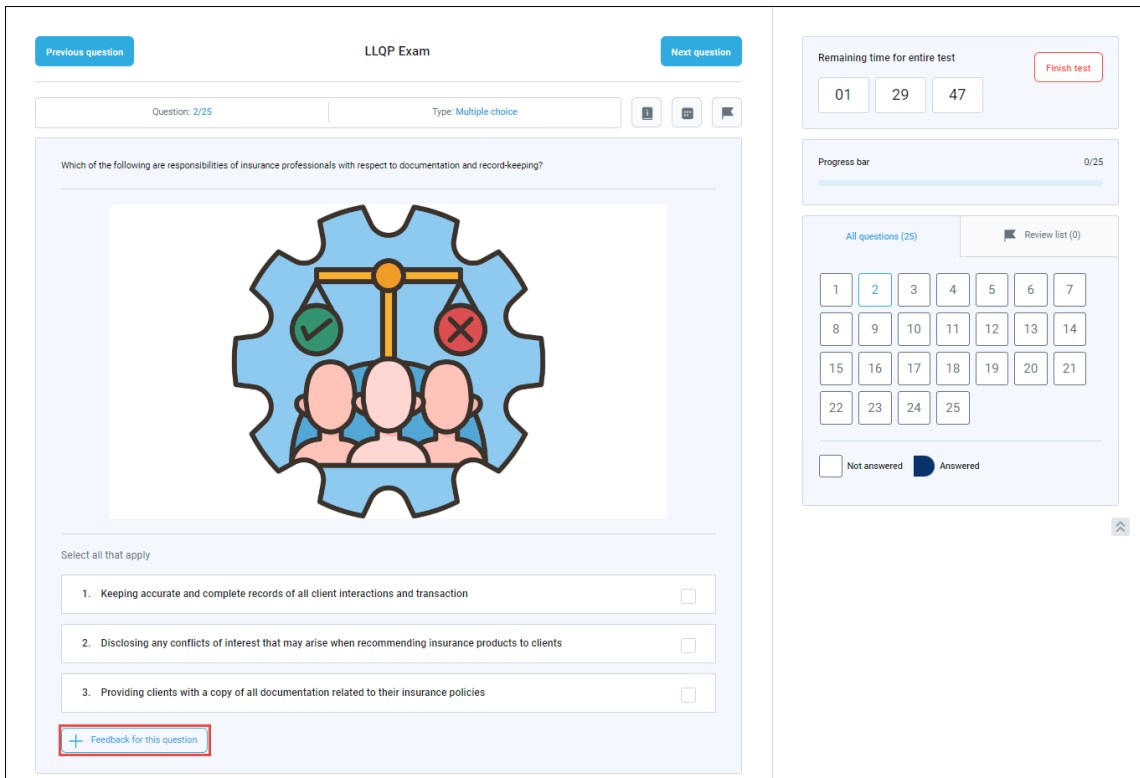


The candidate can give feedback about specific LLQP exam questions by following the next steps:

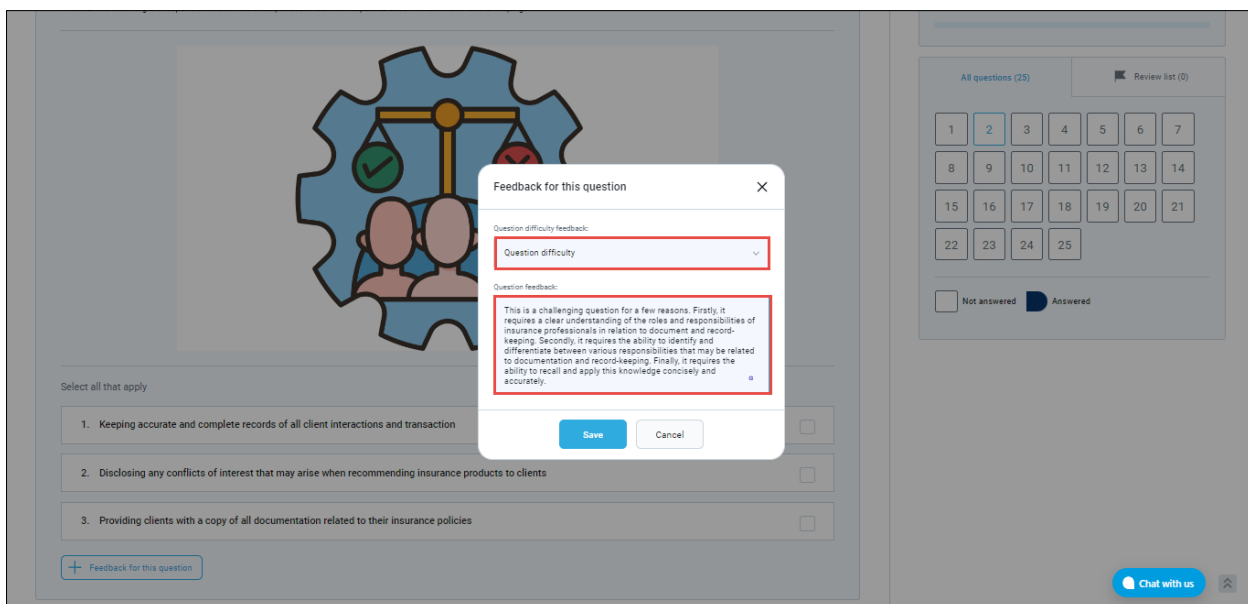
1. Click the Assignments tab in the main menu.
2. Select the My tests option.
3. Search for the desired exam.
4. Click on the Start button.



Below each question in the exam is a button Add feedback to this question.



By clicking on that button, a new dialog will appear where the user can insert their feedback and determine the question's difficulty.



Note: The candidate can edit the feedback in the personal report.

9. How do you verify an examinee's identity, to ensure that the examinee who is taking the exam is the right person?

As an introduction to our response, please take a look at the [video explaining the process of verifying a candidate's identity](#).

Verifying an examinee's identity is an essential part of online proctoring to ensure the integrity and security of the exam. Several criteria need to be obtained to verify the examinee's identity:

- **Profile information:** Once the candidate's profile has been created, the system stores all relevant candidates' personal information, such as first and last name, birth date, address, etc.
- **ID Verification:** The examinee's identity is verified through a government-issued ID, such as a passport or driver's license. Before they are allowed to enter the exam, the examinee must provide a clear photo of their ID, which is matched against the photo and personal details in the account.
- **Facial Recognition:** The platform uses facial recognition technology to verify the examinee's identity during the exam. The examinee must take a photo of themselves using their webcam or mobile device before the exam, and the platform matches that photo against the ID and account information.
- **Live Proctoring:** A human proctor monitors the exam session and verifies the examinee's identity in real time. The proctor checks the examinee's ID.

By using a combination of these methods, the YouTestMe online proctoring service platform can verify the examinee's identity and ensure that the exam is being taken by the right person. This helps to maintain the integrity and security of the exam and ensures that the exam results are accurate and valid.

10. Describe the special accommodation process and how they are managed for online proctored exams. For example, how do you accommodate online examinees who require washroom breaks, while ensuring the integrity of the exams is upheld?

This request is explained in detail in chapter Exam Registration -> Feature Description -> Item 15.

For candidates who require washroom breaks specifically, the process is as follows:

1. The candidate contacts the proctor to request a washroom break.
2. The proctor pauses the exam to prevent the candidate from losing time and to ensure that they do not access any exam questions during the break.
3. To ensure exam integrity, the option to prevent candidates from returning to previous questions can be enabled.
4. The candidate can bring their laptop into the washroom to show the environment and ensure no unauthorized materials are present.
5. Once the candidate has finished with the washroom break, the exam can be resumed.

11. Where are the proctors located and how are proctors selected and trained?

The proctors are selected based on their qualifications, experience, and language proficiency. Before being certified to monitor exams, they undergo rigorous training that includes theoretical and practical components.

During training, proctors are trained on how to handle various scenarios that may arise during an exam, such as identifying and preventing cheating behavior, managing special accommodations, and addressing technical issues. They also receive training on the YouTestMe platform's features and tools for monitoring and managing exams, as well as the policies and procedures that must be followed during an exam.

To ensure that proctors maintain high-quality services, they are monitored and evaluated regularly. Additionally, proctors are required to complete ongoing training and certification to stay up-to-date with the continuous improvements in the platform and proctoring processes.

12. Describe the timeline and format of notification of exam breaches to the examinees.

When an exam breach occurs, the timeline and format of notification to the examinee will depend on the policies of the customer outlined to YouTestMe.

Suppose a candidate is caught looking to the side, not directly at the monitor. The process is the following:

1. The exam system will immediately detect the violation and display a message to the candidate notifying them that a breach has occurred.
2. The proctor will send an incident message to the candidate that will block their screen, which will occur immediately. The proctor will then turn on their microphone and contact the candidate to address the violation.
3. The specific course of action taken by the proctor will depend on the type of violation. In this case, the proctor would likely ask the candidate to use their camera to show their surroundings for any unauthorized materials or items. If everything is in order, the proctor will request that the candidate refrain from committing the same violation again and then resume their exam.

However, it's important to note that the client will ultimately determine the consequences of exam breaches. Our recommendations are that if the same violation occurs three times, the exam should be terminated, while any violations that occur before that should result in a warning for the candidate.

All violations are noted in a report on the candidate's behavior.

13. Describe the timeline and format of notification of exam breaches to the Insurance Council (i.e., incident reports and videos).

With exams proctored live, the incident report will be available **1 hour after the exam**.

With automated AI-based proctoring, the timeline of the incident report depends on the package the customer chooses:

- With the Enterprise package, the incident report will be available **4 hours** after the exam.
- With the **Premium** package, the incident report will be available **8 hours** after the exam.
- With the **Standard** package, the incident report will be available **10 hours** after the exam.
- With the **Basic** package, the incident report will be available **12 hours** after the exam.

The incident report includes:

- **A video recording** that contains screen sharing and video of the candidate taking the exam.
- **AI-based credibility report** showing which violations the candidate committed and at what time.
- **Proctor's report** - written by a human proctor that was monitoring the live session.

14. What happens if the examinee gets disconnected (accidentally or otherwise) during the exam? Will the examinee need to start over, or can they pick up where they left off?

If an examinee experiences disconnection issues due to an unstable network connection or any other reason during the exam, the situation is as follows:

- **An examinee can pick up where they left off.** Additionally, the system can be configured to allow them to resume the exam from the next question rather than where they left off to ensure that they have not intentionally disconnected to check their answers.
- **The examinee's answers are automatically saved and the exam timer is paused during the disconnection.** This means that the examinee will not lose any of their progress or the time they spent on the exam while they were disconnected.

Overall, the system is designed to allow examinees to continue their exam seamlessly even if they experience connectivity issues, while also ensuring the integrity of the exam by preventing intentional disconnections to check answers.

15. Can examinees go back to previously answered questions during an exam, or only move forward?

Both options are possible. At YouTestMe, we offer the flexibility to configure exams according to our client's specific needs. This means that we can configure exams to allow examinees to go back to previously answered questions, or we can configure exams to only allow examinees to move forward, based on the preferences of the clients.

16. Does your online proctoring service allow for the inclusion of "pilot questions" (with no impact on score)?

YouTestMe's online proctoring service allows for the inclusion of "pilot questions" with no impact on the score.

These questions can have zero points assigned to them and will not affect the final score. However, the system will track the percentage of people who answered the question correctly as well as the average time taken to answer it.

After analyzing this data, a decision can be made on whether to include the question as an official one that carries a certain number of points.

17. Do you track and document how long examinees take to answer each question?

Yes, we do track and document the time taken by examinees to answer each question. Our system records the time taken for each attempt, and this information is available to the examiners in the form of reports. The reports provide a breakdown of the time taken for each question and the average time spent on each question.

By analyzing this data, examiners can identify questions that are relatively easy or difficult, based on the average time taken to answer them. This information can be used to improve the exam's overall quality and effectiveness by adjusting the difficulty level of questions or modifying the exam's structure.

Furthermore, these numbers are updated with each new attempt, allowing examiners to monitor the consistency of the exam and identify any issues that may arise with respect to time management. Overall, the tracking and documentation of examinee response times are an essential feature of our online proctoring service, providing valuable insights into exam performance and helping to improve the quality of the exam.

18. Describe the exam marking process. Is it done by your organization or by a third-party provider? If done by a third-party provider, describe how information is transferred and shared between your organization and the third-party provider.

The exam marking process for YouTestMe online proctoring service is entirely automated, and there is no involvement of any third-party providers. The system is designed to automatically mark the exams and generate the final results, based on the pre-defined scoring criteria. The scoring criteria are determined by the client, and our system is configured to apply these criteria consistently across all exam attempts.

The marking process is entirely controlled by our organization, and there is no sharing of exam data or information with any third-party providers. Only the client and YouTestMe customer support team have access to the exam data.

Our system is designed to provide complete transparency to the client, and the exam results are made available to the client as soon as the exam is completed. The client can view the results in real time and can monitor the exam performance of their candidates.

19. Identify whether your proctors are bilingual, English or French.

Yes, our proctors are bilingual. As a Canadian company, we recognize the importance of catering to English-speaking and French-speaking customers. Our proctoring and technical support services are available in both English and French.

20. Describe the frequency and availability of the exam schedule for online proctored exams. Describe whether your exams are available on weekends or evenings.

The online proctored exams can be scheduled at any time, as the proctor team is available 24 hours a day, 7 days a week, and 365 days a year.

However, it is important to note that all live exam sessions need to be scheduled some time in advance. This will ensure that the necessary arrangements are made and the proctor team is available to oversee the exams at the desired time. With this approach, candidates will have the flexibility to choose a time that works best for them, including different time zones, evenings and weekends, holidays, etc.

21. Describe how exam fee payments are collected. Are exam fee payments collected directly from the examinees or the Insurance Council?

The payment process can happen in two ways, depending on your preference:

1. Payments done through YouTestMe

- a. Admin user links Insurance Council's Stripe account to the YouTestMe platform so that payments can be made to it.
- b. Exam Instructors set the price of the exam.
- c. Candidates pay for the exam before being able to book it.

2. Payments done outside of YouTestMe (typically via the customer's website)

- a. The exam is locked and only visible to the candidates once they get authorization.
- b. Candidates purchase the exam through the customer's website.
- c. The YouTestMe system pulls the list of candidates that purchased the exam from the customer's website
- d. The YouTestMe system automatically unlocks the booking option for the candidates that purchased the exam.

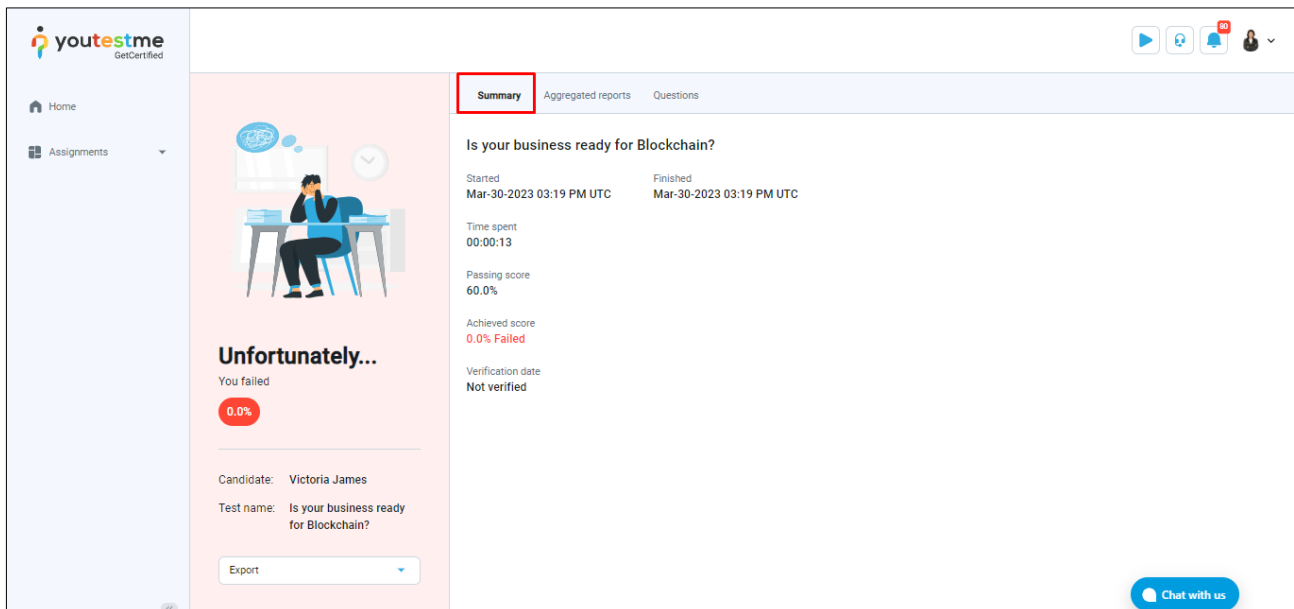
In both cases, our system provides a seamless and secure way to manage exam fees and authorize candidates to take their exams.

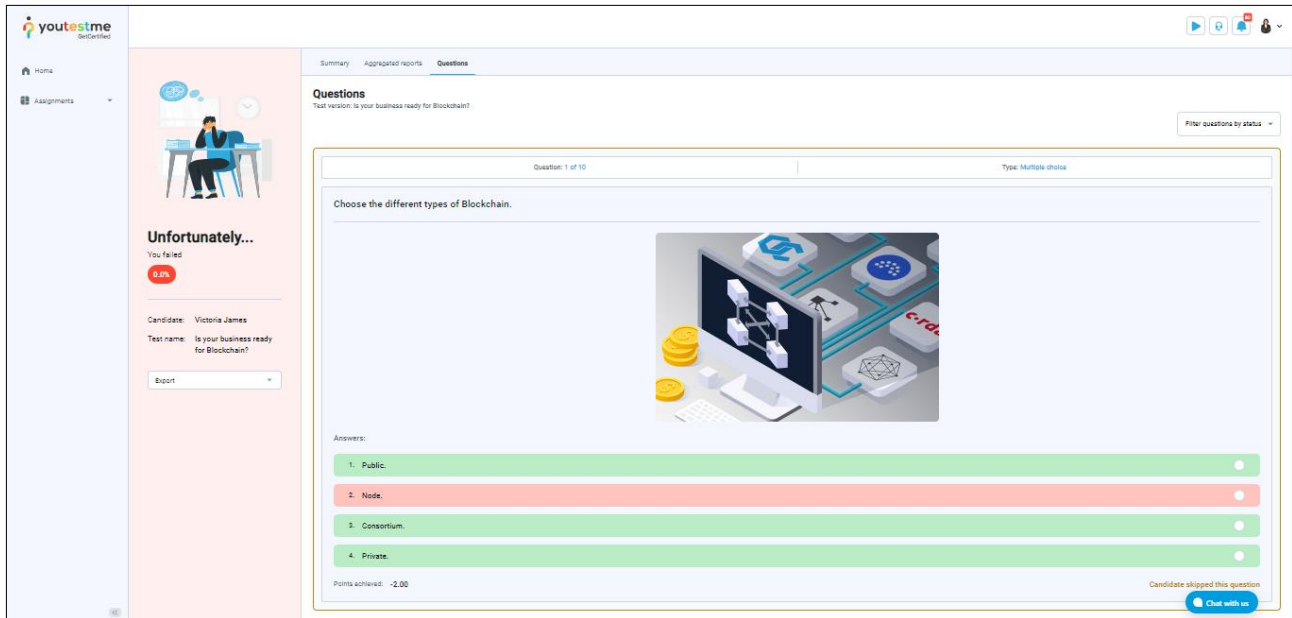
The choice of which option to use will depend on your organization's needs and preferences.

22. Describe how exam results are communicated to the examinee.

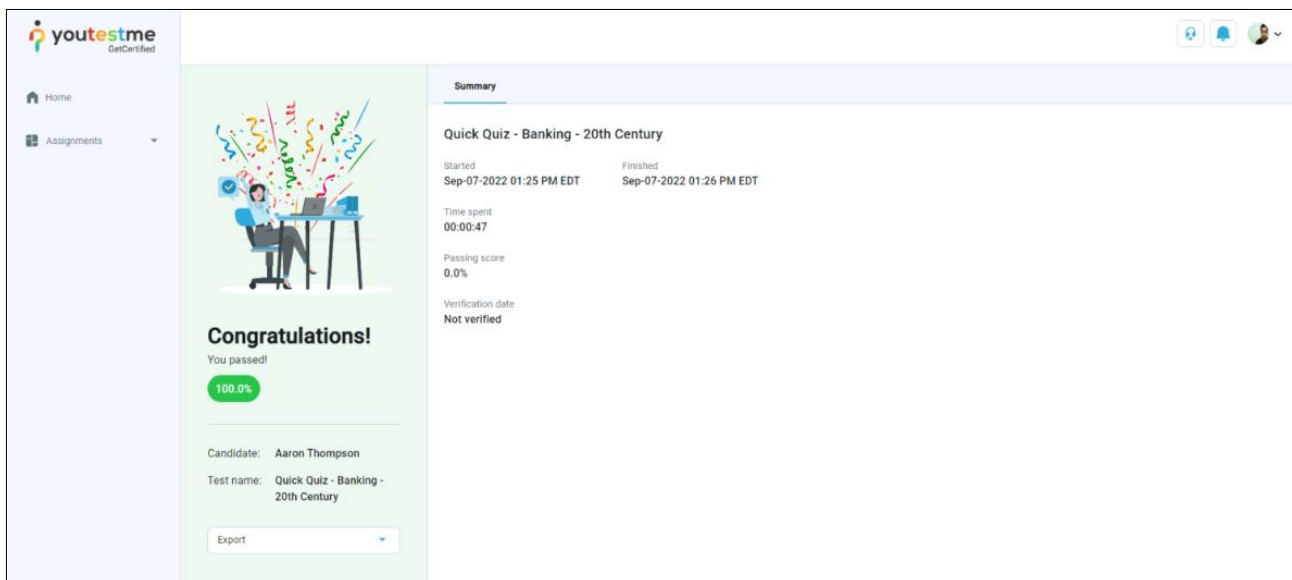
The process for communicating exam results to examinees through the YouTestMe system is as follows:

1. The system automatically scores exam questions and generates a score, but the results are not final until the proctor verifies whether candidates cheated on the exam or not.
2. The system is configurable, allowing clients to decide if a candidate with negative feedback from the proctor automatically fails, regardless of the score achieved on the exam. Alternatively, clients can ignore the proctor’s feedback entirely and only consider correct or incorrect answers to create the final score.
3. The recommendation and the usual practice is that upon completing the exam, examinees are immediately redirected to a screen with a message informing them that their results will be available once verified by the proctor. This message can be customized entirely, and the client can include a precise date and time for available exam results.
4. Once results have been verified, candidates receive an email notification that their personal report, containing their results, is ready. This email notification can also be fully customized and may include a link to access the application and necessary additional information.
5. The information included in the personal report depends on the client, as it is entirely configurable. The exam manager can choose either the score and details or the score-only option from the drop-down menu.
6. If the Score and details option is selected, the report will provide the candidate's score broken down by questions, including all possible answers, the chosen answers, and the correct answers.





7. Alternatively, if the score-only option is selected, the candidate's report will display only the final score.



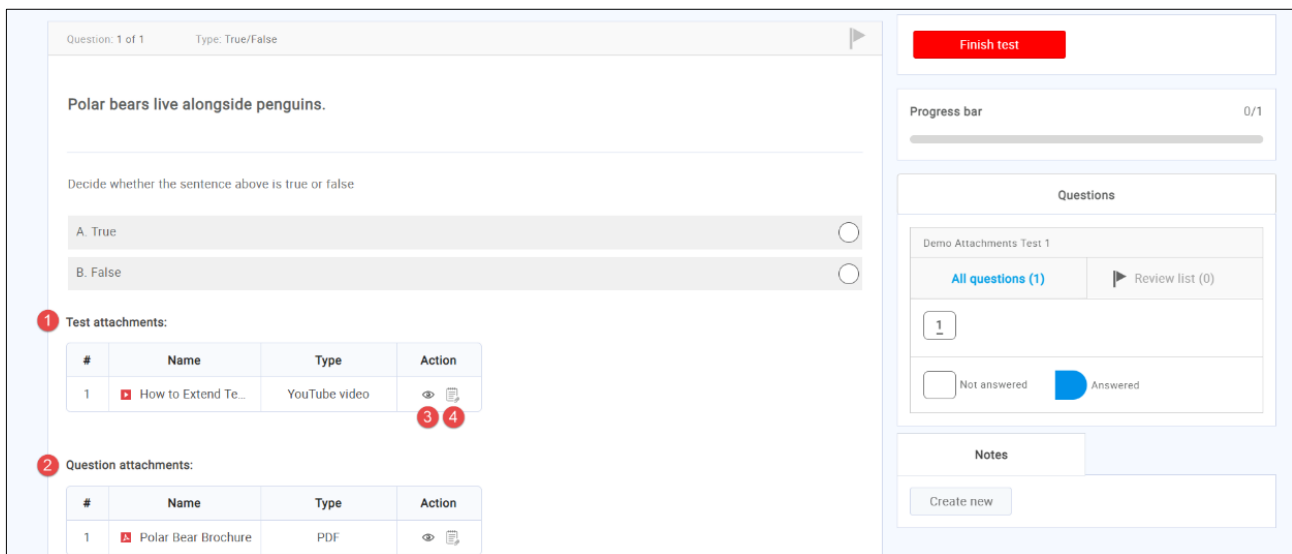
Note that the exam manager will always see both the score and details. The report content option refers to the candidate's perspective, defining what candidates will see in the exam report.

Overall, the YouTestMe system provides flexible and customizable options for communicating exam results to examinees, allowing clients to tailor the process to their specific needs and preferences.

23. How do you deliver an electronic version of the open book reference material for an open book exam?

We provide two ways to deliver electronic versions of open-book reference material for an open-book exam:

1. **Test Attachment** allows clients to upload a file that can be displayed before the exam begins and will be available to open for every question. This option is useful when the same open-book reference material applies to every question in the exam. This way, candidates can quickly refer to the same reference material throughout the exam without the need to search for it.
2. **Question Attachment**, on the other hand, allows clients to upload a different electronic version of the open book reference material for each question, providing greater flexibility. This option is useful when clients want to differentiate the open-book reference material for each question.



More information on how to create an exam that includes exam or question attachments can be found in [this article](#).

24. Describe the technical equipment required for examinees to write the exams online.

Candidates have the option to **check their equipment in the YouTestMe system** long before they write the exam, which is recommended and **encouraged in all instructional materials and notification emails**.

To write proctored exams online, examinees will need the following technical equipment:

- **Electronic device:** We recommend using a desktop or laptop computer, as they offer a better exam experience than tablets or mobile phones.
- **Webcam:** A working webcam is required to monitor examinees during the exam and ensure there is no cheating or misconduct.
- **Microphone:** Examinees will need a microphone, or headphones with a microphone, to enable communication with the proctor during the exam.
- **Stable Internet connection:** A stable and reliable Internet connection is essential to avoid any connectivity issues that may arise during the exam.

25. Describe how exam questions are randomized.

Randomization is utilized in the following three security measures:

1. **Randomization of exam versions:** Randomly generating multiple versions of the same exam that all have the same ratio of questions from the same question pools thereby ensuring that each version is unique but equally difficult to the others.
2. **Randomization of questions:** Changing the order of questions for each candidate by randomly shuffling them at the moment they start the exam.
3. **Randomization of answers:** Changing the order of answers for each question by randomly shuffling them at the moment they start the exam.

26. Describe how question banks are converted and integrated into your system. What is the estimated workload?

At YouTestMe, we provide a comprehensive onboarding service that includes converting and integrating your question banks into our system. We have prebuilt importers for CSV, Excel, QTI, and JSON formats. If none of our existing importers work for your set of questions, we can import questions in any format that you have and seamlessly integrate them into our platform.

Moving forward, we provide a complete solution for question development and management through our platform. For instance, you can have a role that only creates questions, without access to other areas of the system. You can have another role that reviews, modifies, and approves questions before they are available for use in tests. You can also have a role that creates tests using the approved questions but cannot modify them. Moreover, you can combine these roles as needed to fit your organization's workflows. We support any workflow, from the simplest to the most complex, depending on your requirements.

27. Describe how the question banks can be exchanged to ensure they are secure and protected.

At YouTestMe, we take the security and protection of our client's data seriously. To ensure that the question banks are secure and protected, only users with adequate permissions have access to specific question banks. The platform has an access control system that defines roles and permissions for each user.

Moreover, we provide a solution where you can have separate question banks for developing and creating questions, and official question banks used for tests. Users with the highest level of permissions can have access to the official question banks, while users with lower permissions have access to the development question banks. This ensures that the official question banks remain secure and protected.

In addition, we also have features like version control and audit trails that help track changes and updates made to the question banks. This way, you can always have a clear history of what has been done on the question banks and who made the changes.

Exchanging question banks can happen using our importers and exporters which are **not accessible to anyone except to the users you choose**, which is **typically a single administrator from your organization** and no one else.

28. Describe the pre-test authentication process in verifying an examinee's identity.

The pre-test authentication process in verifying an examinee's identity is explained in detail in this chapter in item #9 (Exam Administration -> Feature Description -> Item 9).

29. Describe the type of devices, operating systems, and web browsers supported by your system.

The YouTestMe system supports a wide range of devices, operating systems, and web browsers, ensuring that our clients can take exams using the device and software that they prefer. The system is designed to be accessible and user-friendly for all users.

Our system supports desktop and laptop computers, running either Windows or Mac operating systems.

In terms of web browsers, we support the latest versions of popular browsers, including Google Chrome, Mozilla Firefox, Microsoft Edge, and Safari. Our platform is optimized for these browsers to ensure smooth operation and compatibility.

For mobile devices, our system can be accessed through mobile web browsers, but we recommend using a desktop or laptop computer for optimal performance, especially for proctored exams.

3.2.2 Minimum Requirements

1. **The online proctoring service must have live proctor monitoring, combined with AI-based behaviour analysis for the entire exam session, including identity verification, real-time assistance to the examinee and active intervention for any suspicious behaviours including shutting down the examination if needed.**

YouTestMe absolutely supports all the features mentioned above and ensures the integrity and security of the exam-taking process. Here is a detailed description of our process:

- AI-based behavior analysis is always included in any proctored exam. The system records the candidate's screen during the entire exam session, and the candidate's microphone is on at all times. The system automatically generates a PDF report that records any prohibited behaviors.
- YouTestMe proctoring service is available for clients who want to increase exam security. Our proctors monitor the exam-taking process in real-time and immediately respond to any violations. If a violation occurs, the proctor sends an incident message to the candidate that stops the exam, and the exam timer is paused. The proctor then contacts the candidate to discuss the violation and determines whether the candidate can continue the exam or if it should be terminated, based on the client's rules. The violation is recorded in the proctor report.
- Technical support is available during the exam in both English and French to provide immediate assistance to candidates.
- To ensure the examinee's identity, we use the following process:
 - The system stores all relevant personal information for each candidate's profile, such as first and last name, birth date, and address.
 - When the examinee enters the exam, the system requires a government-issued ID, such as a passport or driver's license. The examinee must provide a clear photo of their ID, which is matched against the photo and personal details in their account before they can start the exam.
 - Facial recognition technology is used during the exam to verify the examinee's identity. Before the exam, the examinee takes a photo of themselves using their webcam or mobile device, and the platform matches that photo against their ID and account information.
 - Additionally, a human proctor monitors the exam session and verifies the examinee's identity in real time by checking their ID.

In conclusion, our online proctoring service provides a robust set of features to ensure the integrity and security of the exam-taking process, including live proctor monitoring, AI-based behavior analysis, and identity verification.

2. **Assign versions of the exams as provided by the AMF to examinees.**

YouTestMe provides three options to create multiple versions of the exam and the method you choose, depends only on your business workflow. The options are the following:

1. **Hand-picking the questions for each version.** In this case, the exam versions are pre-created.
2. **Generating a limited number of exam versions** (e.g., 30 of them) by specifying how many questions from each question pool you want in each exam version. In this case, the exam versions are also pre-created.
3. **Generating an unlimited number of exam versions** by specifying how many questions from each question pool you want in each exam version. In this case, a new exam version is created each time some of the candidates start the exam.

3. **Rotate exam versions to ensure even and regular use of all available exam versions according to AMF recommendations.**

In case you pre-created a limited number of versions, they will be administered evenly and randomly to the candidates.

In case you want an unlimited number of exam versions, a brand-new version will be generated and assigned to each candidate that starts the exam.

4. **Monitor previous exam sittings and assign a different exam version to examinees registered for an exam re-write.**

In case you pre-created a limited number of versions, the system will automatically make sure that a candidate writing an exam again does not receive the version they were previously assigned. That process is fully automated. As long as you created more versions than this candidate had re-writes, they will not receive a version they were ever assigned in the past.

In case you want an unlimited number of exam versions, a brand-new version will be generated and assigned to each candidate that starts the exam.

5. **System should be able to administer a minimum of 30 different versions of the exam, both in English and French, simultaneously. The ability to shuffle the questions of an exam version, so that no one exam assigned to an examinee is the same, with the ability to provide a report of the exam questions answered in the sequence of the original version provided, is desirable.**

All of the requirements from this item are fully supported and explained in items #2, #3, and #4 above this one.

6. System must be able to enforce time limits of 75 minutes to 3 hours, and must be able to administer the exams in both English and French.

Our system is able to accommodate any time limits. The exam time limit is set at the level of the exam configuration. In case there is a need to provide time accommodation for certain candidates on a specific exam, this is possible through our time accommodation feature.

Regarding language, our system is fully capable of administering exams in both English and French, as well as other languages as needed.

7. Simulation and/or tutorial of the online exam system must be provided to examinees to allow them to navigate and familiarize themselves with the exam system prior to their scheduled exams.

Proper preparation prevents poor performance.

To ensure candidates had time to prepare for the exam, we offer so-called Dummy Exams where they can go through the whole process of taking a proctored exam making sure their equipment is working, and identifying any issues and challenges.

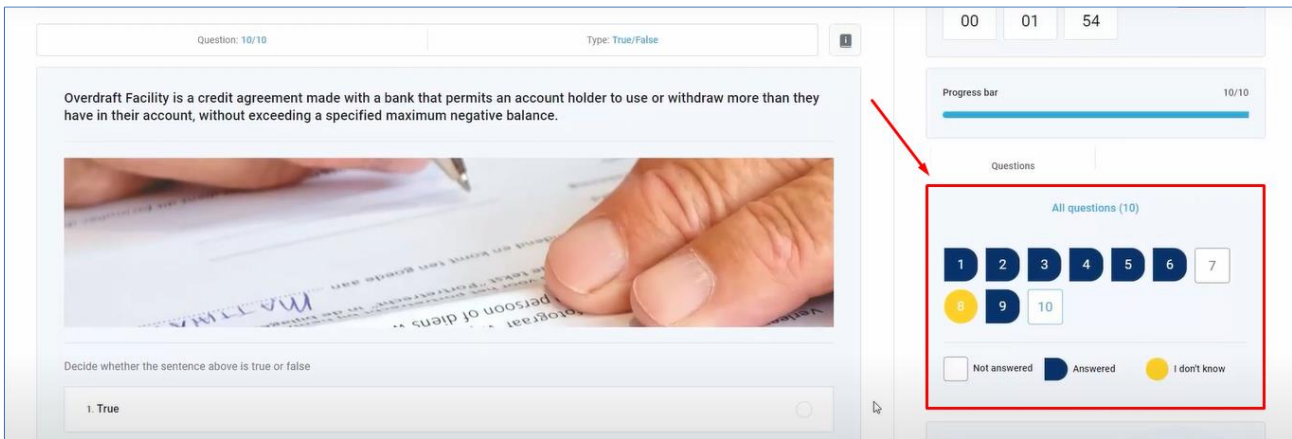
We provide a step-by-step tutorial to lead them through this process and recommend embedding a link to it on the candidate's home page, in each important email, and also on the login page.

If candidates have any challenges, they can contact our support immediately using the in-app chat, to help them resolve the issues with the Dummy Exam, thereby ensuring they are ready when the official testing comes.

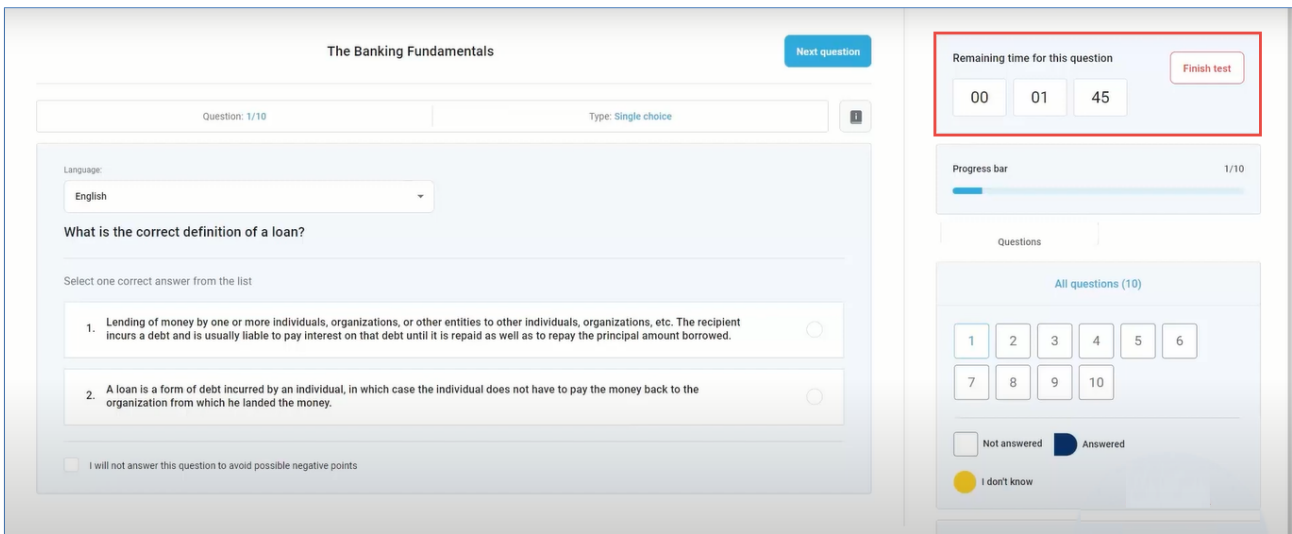
8. System should display the number of questions remaining and the amount of time remaining to complete the exam on the examinees' screen.

Our system provides exam-takers with real-time information to help them manage their time effectively and stay on track during the exam. The following information is available to the candidate throughout the exam-taking process:

- The total number of questions in the exam
- Which questions have been answered (in a special shape and color)
- Which questions are unanswered (in a special shape and color)
- Which questions have been marked as "I don't know" (in a special shape and color)



- In addition, the remaining time is displayed in the top right corner of the screen, so the candidate can keep track of how much time they have left to complete the exam.

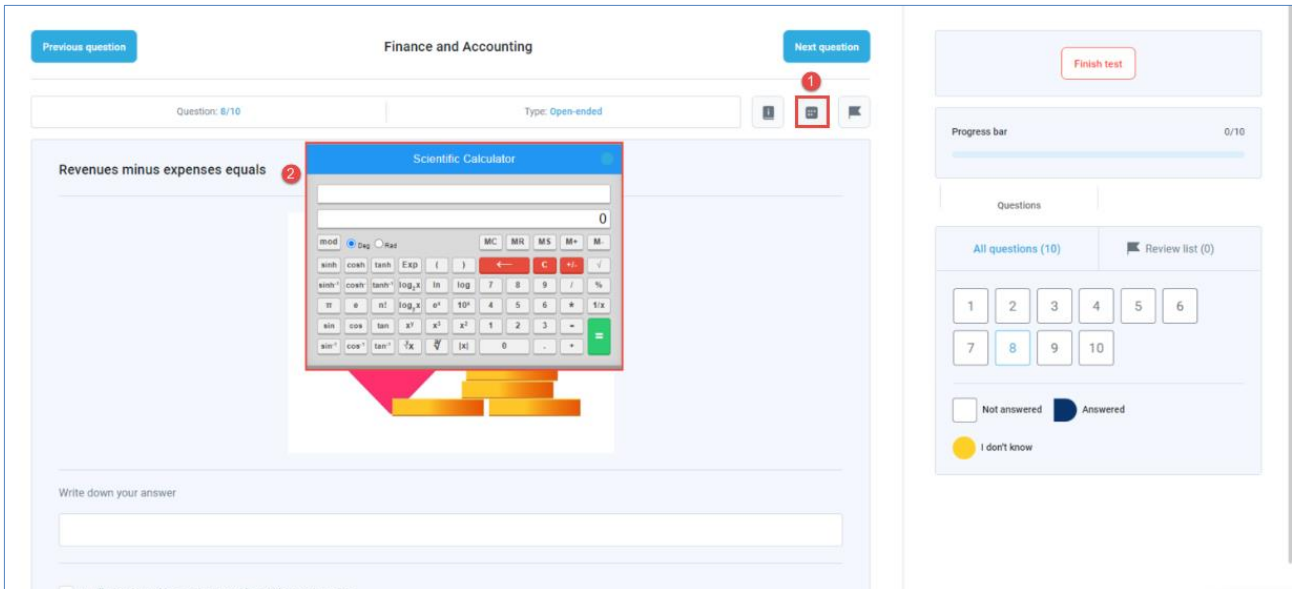


For more information on what the exam-taking process looks like, please watch this [video](#).

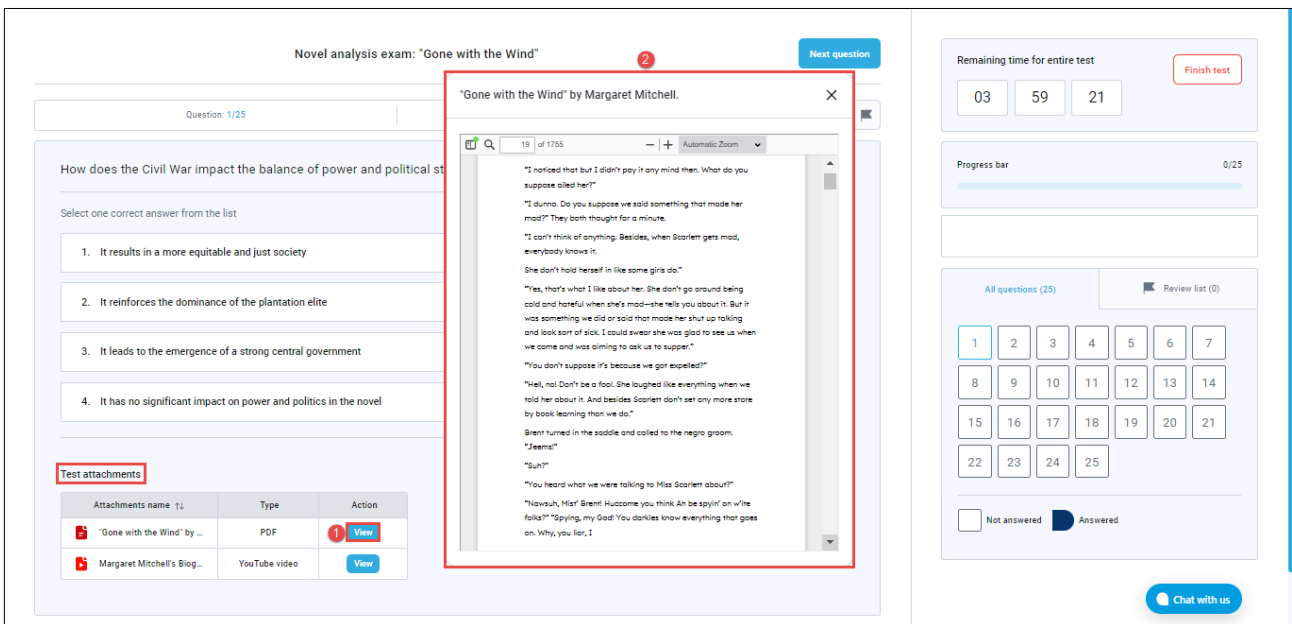
9. System should contain an embedded electronic calculator and pdf of the authorized exam reference material.

YouTestMe system supports both an embedded electronic calculator and the pdf of the authorized exam reference material.

Our electronic calculator is available during the exam, and it has basic and scientific functions.



Additionally, the authorized exam reference material will be available to the examinee as a pdf attachment, which they can open and use during the exam.



10. Ability to address the needs of examinees with medical conditions who require special accommodations, such as washroom breaks or time extensions.

This request is explained in detail in chapter Exam Registration -> Feature Description -> Item 15.

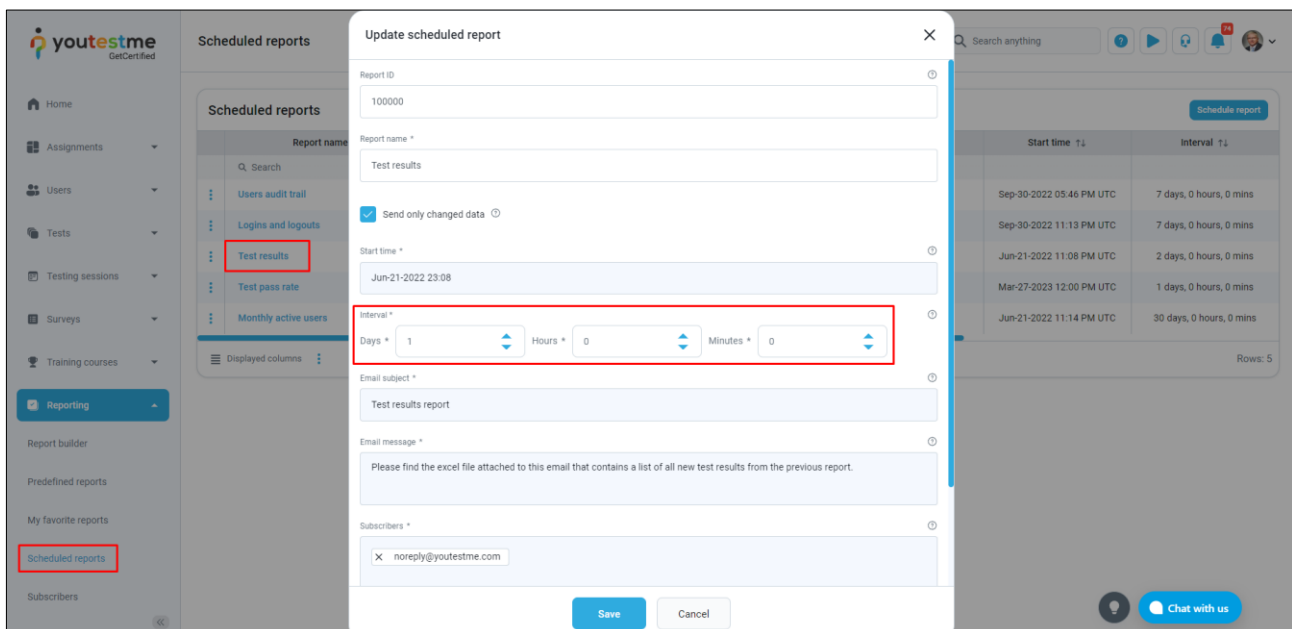
11. Ability for examinees to provide feedback about their exam session and comments about the LLQP exam questions.

This request is fully supported and explained in detail in item #8 of the following chapter: Exam Administration -> Feature Description -> Item 8.

12. Exam results are to be released to the examinee within 5 business days, and released to the Insurance Council on a daily basis.

Since exam results are calculated immediately, there are no obstacles in releasing the results to the examinee within 5 business days and also no obstacles in releasing the results to the customer on a daily basis.

Furthermore, sending the results on a daily basis can be automated by using the Scheduled Reports feature that allows specifying intervals for sending the desired reports.



- 13. Provide exam reports to the Insurance Council or specified stakeholders. Reports include but are not limited to, data pertaining to the examinees' exam (i.e., answers to each question, score received, attempts, CIPR information and course provider), statistics on the number of examinees registered per month, number of examinees who wrote the exams per month, examinees with special accommodation requests, list of special accommodations denied, approved and type of accommodation provided, etc.**

All reports-related information is explained in detail in the chapter Reporting and Data Files.

- 14. Promptly inform the Insurance Council of technical issues with the online proctored exam system.**

This requirement is explained in detail in the chapter Cyber Security Requirements.

- 15. Provide immediate phone and online technical support to testing centres, examinees and online proctors during the days and times that exams are being administered.**

During the exam, examinees can contact technical support and receive an immediate response through two channels of communication:

1. In-app chat
2. Phone call

Online proctors are YouTestMe employees and they have direct communication with the technical support and the rest of the team.

- 16. Provide administrative and technical support to the Insurance Council during regular business hours (e.g., Monday through Friday, 8:30 am to 4:30 pm Pacific Time preferred).**

YouTestMe customer and technical support are available 24/7, 365 days a year. This means that we are available for administrative and technical support during regular business hours (Monday to Friday, 8:30 am to 4:30 pm Pacific Time) and outside of those hours as well. Any requests received during regular business hours will be promptly addressed and processed.

Our commitment to providing excellent customer service extends beyond regular business hours, and we are always ready to assist our clients whenever they need us.

17. Technical issues related to the online proctored exam system must be resolved in a timely manner. Detailed instructions on the use and troubleshooting of the system must be available to the exam administrators, proctors, and examinees.

During the online proctored sessions, all technical issues are resolved immediately by YouTestMe proctors and technical support.

YouTestMe also has an [extensive knowledge base](#) that provides step-by-step instructions to all end-users on how to handle any challenges they have in using the application.

They also always have the option to contact us through the in-app chat which is available 24/7.

18. Ability to adapt to new functions added over the duration of the contract.

This request is fully supported and explained in detail in the following chapter: Exam Registration -> Minimum Requirements -> Item 18.

3.3 Exam Monitoring Process

3.3.1 Feature Descriptions

1. Describe the selection process for proctors.

At YouTestMe, we believe that selecting the right proctors is crucial to maintaining the integrity and fairness of our online proctored exams. Therefore, we follow a rigorous multi-step process to ensure that we hire only the best individuals for these important positions.

Our selection process includes the following steps:

1. **HR screening** - Review of applicant's qualifications and experience.
2. **YouTestMe internal background check** - Thorough background checks and reference checks to ensure that our proctors have a clean record and are trustworthy individuals.
3. **Language proficiency assessment**
4. **Communication assessment**
5. **Technical knowledge assessment**
6. **HR interview** - Assessing the applicant's sense of ethics and integrity, communication skills, and ability to remain calm and focused under pressure.
7. **Training for proctors** - 2-week step-by-step internal training for YouTestMe proctors
8. **Final exam** - This exam is designed to evaluate the candidate's ability to apply their skills and knowledge in a real-world scenario. Only those candidates who successfully pass this final exam are eligible to join our team as proctors.
9. **Assistance period** - During the first month, new proctors are working only with the senior colleague and assist them during the live sessions.
10. **Probationary period** - During the second month, new proctors are taking the role of a primary proctor during the live sessions but still only in the presence of a senior proctor and with their supervision. During this month, the senior proctor is giving feedback to the new proctor on what to improve in the process.
11. **Full employment** - After the second month, if the new proctor performed well, they begin to work independently. Supervision is still done by senior members but they are not present during every live session.

Note: The length of the assistance period and probationary period can be longer than two months, depending on the proctor's performance during these periods.

By following this structured process, we are able to build a team of proctors who are not only qualified but also committed to upholding the highest standards of professionalism.

2. Describe the requirements and qualifications of proctors, as well as their training process.

At YouTestMe, we take great care in selecting and training our proctors to ensure that they are capable of upholding the integrity of our exams. Our proctors play a crucial role in maintaining a secure and reliable testing environment, and we take pride in their professionalism and competence.

Therefore, we have strict requirements and qualifications for individuals applied for a proctor role. It is essential that they possess certain characteristics to be successful in this position:

1. Firstly, they must possess a **high level of integrity and ethical conduct**, as proctors play a critical role in upholding the fairness and integrity of exams.
2. Additionally, they must have **excellent communication and interpersonal skills**, as well as the **ability to remain calm and composed under pressure**.
3. In terms of qualifications, we require that proctors have relevant experience or qualifications in the field. This can include a **degree in a related field or experience working as an assessment administrator, teacher, or examiner**.
4. The HR department also determines if the applicant has desirable traits like **attention to detail, organizational skills, flexibility, and patience**.

Once selected, proctors undergo a comprehensive training program:

1. Our training program includes a variety of steps, including **mastering the YouTestMe application**, learning the **basics of proctoring**, and receiving training on **cyber security** and **data protection**.
2. We also customize our proctoring training to meet the specific **exam rules of each client**, ensuring that our proctors are well-versed in the unique requirements of each assessment.
3. Our proctors are required to complete a **cyber security and data protection recertification** every 3 months to ensure that they stay up-to-date with the latest best practices and advancements in this area.
4. Similarly, they must also complete a **proctoring recertification** every 3 months to ensure that they are fully competent and capable of carrying out their duties to the highest standards.

Our rigorous selection process and comprehensive training program ensure that our proctors are highly qualified and fully equipped to provide a secure and reliable assessment experience.

3. Describe how proctor performances are monitored, reviewed, and evaluated.

At YouTestMe, we place great importance on the monitoring, reviewing, and evaluation of proctor performance to maintain our high standards of professionalism and ensure the integrity of the testing process.

- **Regular observations and feedback:** We regularly observe testing sessions, both in-person and online, and review proctor reports and feedback from exam-takers to monitor proctor performance.
- **Periodic training and professional development:** We conduct periodic training and professional development sessions to ensure that our proctors remain up-to-date on testing policies and procedures, as well as the latest technology and security measures.
- **Evaluation factors:** Our proctor performance evaluations are based on various factors, including adherence to testing policies and procedures, effective communication with exam-takers, attention to detail, ability to handle stressful situations, and overall professionalism.
- **Continuous improvement:** We maintain a continuous improvement approach to proctor performance evaluation. We use the results of our evaluations to identify areas where proctors may need additional training or support and work closely with them to help them improve their performance.

By following this comprehensive system, we aim to provide the best possible testing experience for our exam-takers and maintain the highest level of integrity in the testing process.

4. Describe the security measures you have in place to limit collusion and protect question banks.

In addition to all security measures during the exam explained in several items of this proposal, YouTestMe utilizes a strict role-based permission system that ensures users can only access the information and functionalities that are relevant to their specific role. This means that users can only access question banks if they have been granted the necessary permissions.

We offer a set of basic roles with specific permissions that can be customized based on the user's responsibilities. You can see the list of them with links to videos explaining their purpose in the system:

- [Administrator](#) - This is the highest level of permissions in the system, granting users access to all functionalities and data.
- [Question manager](#) - This role enables users to create and manage question banks. Users can only manage the banks they have created, or those they have been granted access to. Changes made to the question banks are logged in the system, including the date, user, and details of the change.

- **Exam manager** - This role allows users to create and modify tests. Users can only manage the tests they have created or those they have been granted access to. Additionally, users can be given permission to manage all tests in the system.
- **Customer service (exam organizer)** - This role enables users to create testing sessions, assign candidates to sessions, and make accommodations for candidates. This role also allows users to manage candidates' progress during testing sessions.
- **Proctor** - This role allows users to monitor candidates during exams.
- **Candidate** - This role grants users access only to the tests they have been authorized to take.

Additionally, you can create a totally new customized role and decide which permissions this role will have. Available set of permissions:

Permissions - Role	
<input type="checkbox"/> 1. Login	Access the application using your unique credentials
<input type="checkbox"/> 2. Manage a role	Create, edit or delete a role
<input type="checkbox"/> 3. Grant roles to users	Change other user's roles on their personal profile pages
<input type="checkbox"/> 4. Manage subscriptions	Manage subscriptions, create, edit or delete subscriptions
<input type="checkbox"/> 5. Manage system settings	View and manage system settings page
<input type="checkbox"/> 6. Access the Profile page	Access the page for managing user's accounts
<input type="checkbox"/> 7. View a list of all users	Keep track of all users using List of all users on Profile page
<input type="checkbox"/> 8. Manage user's status	Change user's status (activate, lock, suspend or delete)
<input type="checkbox"/> 9. Export users to Excel	Export list of users as an Excel table on Profile page
<input type="checkbox"/> 10. View deleted users	Keep track of deleted users using List of all users on Profile page
<input type="checkbox"/> 11. Manage registration requests	Manage registration requests (approve or decline)
<input type="checkbox"/> 12. Create new users	Create new users through application or load them from excel file. Grant roles permission is required for setting the role other than "Student". Change user's initial permission is required for setting role other than "Admin"
<input type="checkbox"/> 13. View any user's personal information	View any user profile and its basic information (note that users can always view profiles they created, regardless of this permission)
<input type="checkbox"/> 14. Change other user's personal information	Change personal information (basic information details and contact information)
<input type="checkbox"/> 15. Change other user's personal information	Change other user's personal information (basic personal information and contact information)
<input type="checkbox"/> 16. Change your password	Change your password on your personal profile page
<input type="checkbox"/> 17. Change other user's password	Change other user's passwords on their personal profile pages
<input type="checkbox"/> 18. Access the My groups section	Allow overwriting the list of groups the user belongs to from the Profile page tab
<input type="checkbox"/> 19. Access the My pools section	Allow overwriting the list of pools the user belongs to from the Profile page tab
<input type="checkbox"/> 20. Access the My certificates section	Allow overwriting the list of certificates the user has achieved from the Profile page tab
<input type="checkbox"/> 21. Access the My activity log section	Allow overwriting detailed log of your usage activities from the Profile page tab
<input type="checkbox"/> 22. Access the My subscriptions section	Allow overwriting the list of subscriptions from the Profile page tab
Permissions - Groups	
<input type="checkbox"/> 23. Access the Groups page	Access the groups you are a member of on Groups page
<input type="checkbox"/> 24. View all groups	View basic information about each of the groups
<input type="checkbox"/> 25. Create groups	Create a group, automatically becoming its manager
<input type="checkbox"/> 26. Manage any group	Edit basic information, members or various connections with other groups
Permissions - Pools	
<input type="checkbox"/> 27. Access the Pools page	Access the Pools page and work with pools you are a member of
<input type="checkbox"/> 28. Create a pool	Create a pool, automatically becoming its manager
<input type="checkbox"/> 29. Manage any pool	Manage any pool. Edit pool information, questions or its members
Permissions - Locations	
<input type="checkbox"/> 30. View locations and common sessions	View locations and their common sessions without the possibility to perform any actions on them
<input type="checkbox"/> 31. Manage locations	Manage testing and survey locations - create new ones, edit, add an address, or delete locations in the system
<input type="checkbox"/> 32. Manage common sessions	Manage common sessions on the locations page - create new ones, edit, assign proctors, and report common sessions to the paper form
Permissions - Tests, Surveys, Training courses	
<input type="checkbox"/> 33. Page Access	Access Tests, Surveys, Training courses, and Grading scales pages
<input type="checkbox"/> 34. Create test, survey or training	Create tests, surveys or a training
<input type="checkbox"/> 35. Create a certificate	Create and attach certificate to a test
<input type="checkbox"/> 36. Assign group members	Assign members of groups you manage to tests or surveys and follow their results
<input type="checkbox"/> 37. Fully manage your tests and surveys	In tests and surveys where you are assigned as manager edit information, adjust the availability, change settings, assign any user from the system and see detailed reports
<input type="checkbox"/> 38. Manage any test, survey or training	Edit test description, manage questions and certificates, send, suspend or delete a test, manage candidates, managers and steps in training, Manage candidates, questions and profiling in surveys
<input type="checkbox"/> 39. View questions	Access the questions and details about them through tests and surveys you manage
<input type="checkbox"/> 40. Create a test template	Save test settings in a reusable template at the final step of test creation
<input type="checkbox"/> 41. Set a test template to be public	Set the privacy marker to Public so it becomes available for other user to utilize
<input type="checkbox"/> 42. View and manage Test results verification page	Allow access to the verification page and its management
<input type="checkbox"/> 43. View all accommodations	View the list of all accommodations and accommodation columns on particular tables
<input type="checkbox"/> 44. Manage accommodations	Create new accommodations for the candidates
<input type="checkbox"/> 45. Manage quiz authorizations	Allow management of the authorizations, their creation, update, and deactivation
<input type="checkbox"/> 46. Respond to accommodation requests	Respond to accommodation requests by approving or rejecting them
<input type="checkbox"/> 47. Access and grade report	When the grader report is enabled, user with this permission can access grader report and grade the test
Permissions - Attachments	
<input type="checkbox"/> 48. Change attachment availability	Set any attachment to be private or public. Public attachments are available for any test create
<input type="checkbox"/> 49. Edit public attachment	Access and edit the names and descriptions of all attachments in the system
<input type="checkbox"/> 50. Manage any attachment	Access and edit all your test attachments in the system as well as all private and public attachments from other users

Our system also has measures in place to prevent collusion during exams, including randomized question selection, randomized answer choices, and time-limited exams.

5. **Describe the exam environment rules you currently have in place.**

Our exam system includes a pre-exam check process to verify that the candidate meets the exam requirements. The process consists of the following steps:

1. **Technical requirements check:** The system verifies the candidate's technical requirements, including their internet connection, WebRTC, screen sharing, camera, and microphone. The exam-taker must grant access to the site to proceed with the exam.
2. **Identity verification:** The candidate must complete an identity verification step by taking a face picture and uploading a picture of their ID.
3. **Environment check:** The environment check ensures that the candidate's work environment meets the exam requirements. The client provides a list of permitted items that can be present in the candidate's immediate environment during the exam. Additionally, the candidate must record a short video that shows their workspace using their phone or laptop camera. The video must demonstrate that the candidate is alone in the room and that their workspace is free of any materials not allowed by the exam rules.
4. **Proctor check:** Once the candidate completes the environment check, they are redirected to a screen that informs them that the proctor check is in progress. The proctor verifies the candidate's identity and reviews the recording of their environment. If everything is in order, the candidate can immediately begin the exam.
5. **Addressing issues:** If the proctor notices anything in the candidate's environment that is not allowed, they will contact the candidate and request that it be removed. The candidate must then show that the prohibited item has been removed before resuming the exam.

The pre-exam check process takes only a few minutes to complete, and it ensures that the candidate meets the exam requirements and that the exam environment is free of any prohibited materials or resources. This process helps to maintain the security and integrity of the exam and ensures that all candidates are evaluated under the same conditions.

6. **Describe specific behaviours that are not allowed during the exam session that you currently have in place.**

The starting point for determining which behaviors should not be allowed is:

- [YouTestMe proctoring checklist of rules](#)

This is based on our vast experience in this area and it contains typical behaviors that should not be allowed together with our recommendations on how to act if those behaviors occur.

We work with our clients to complete and extend their personalized checklist, as it varies depending on the type of exam and the client's specific needs and requirements.

7. Describe how exam breaches are managed for both examinee and proctors.

We have a number of measures in place to detect, prevent, and manage breaches, and to ensure that all exams are conducted fairly and with integrity.

When an exam breach occurs, the consequences for the examinee will depend on the severity and nature of the breach, as well as the policies set by the client. In some cases, the examinee may receive a warning or reprimand, while in other cases they may be removed from the exam. In extreme cases, the examinee may be banned from taking the exam altogether.

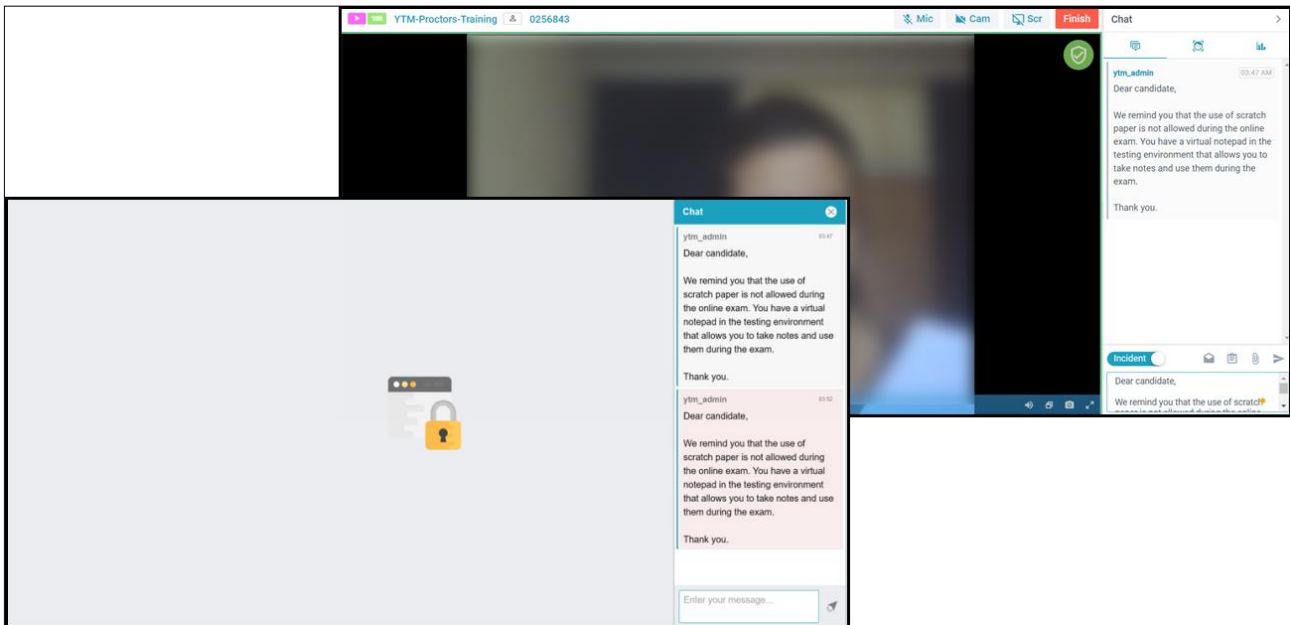
Our system includes measures such as equipment checks, identity verification, and proctoring to prevent and detect exam breaches, and we take all breaches seriously. If an examinee is suspected of breaching the exam rules, our team will investigate the incident and determine the appropriate action to take.

8. What are the consequences of exam rule violations? Is this defined by you or the Insurance Council?

The consequences for exam rule violations are determined by the customer, but as a leading provider in this industry, we offer recommendations and best practices based on our expertise and experience.

To provide a better understanding of our recommendations, let's consider the following workflow:

1. YouTestMe sends a questionnaire to the client with a list of specific candidate behaviors.
2. The client defines how they want the proctor to respond to each behavior.
3. Typically, in cases of obvious cheating attempts, the candidate's exam will be terminated automatically. However, if a violation occurs that may suggest cheating but is not an obvious attempt, the recommendation is that the proctor will issue a warning via chat using predefined templates and verbally using the microphone available to them.
4. When a warning message is sent to an examinee for violating the exam rules, their exam will be paused, and they will no longer be able to view the exam content.
5. If the examinee disobeys the proctor's warning three times or violates a rule for the third time, their exam attempt will be terminated.



9. For online proctored exams, what is the maximum number of sessions that each proctor monitors at once?

Technically, it is possible to monitor 16 examinees in one session. However, the recommendation is to have one proctor monitoring 6 examinees in one session. This ensures that the proctor can closely monitor the behavior of each examinee during the exam, which increases the security and integrity of the exam.

10. How much of the exam content can the examinee still access without proctor supervision?

Examinees can only access the exam content during the exam under proctor supervision. Once the exam is completed, examinees no longer have access to the exam content.

11. Describe technology and/or mechanisms used to protect exam content.

This requirement is explained in detail in this chapter Exam Administration -> Feature Description -> Items 2 and 1.

12. Describe types of suspicious behaviour the AI-based behaviour analysis program is able to detect and flag.

This requirement is explained in detail in this chapter Exam Administration -> Feature Description -> Item 2.

13. Describe how examinees are prevented from copying, pasting, printing, taking pictures or videos of the exam questions during exams.

To prevent examinees from copying, pasting, printing, or taking pictures, or videos of the exam questions while invigilating, we have implemented several measures.

- **Live monitoring** - Our exams are monitored in real time by a proctor who can immediately respond to any attempt to misuse or access exam content. If an examinee attempts to violate the exam rules, they can be removed from the exam.
- **Screen activity detection** - Our system can detect any screen activity whenever an examinee tries to open a new tab or use any other application during the exam. The system will immediately alert the proctor during a live session and flag the moment for later review.
- **Browser lockdown** - Our system includes a browser lockdown feature that restricts the examinee's access to other applications or functions on their device during the exam. This includes disabling copy, cut, and paste shortcuts as well as the print screen key.

By implementing these measures, we ensure the integrity of the exam content and maintain a secure and fair exam-taking environment.

14. Describe how proctors are prevented from copying, pasting, printing, taking pictures or videos of the exam questions while invigilating the exams. How is this monitored?

The proctor role has restricted access corresponding to their set of permission. Proctors can only view exam questions during live sessions while monitoring examinees' screens. Therefore, they cannot copy, paste, or print exam content during the live session.

Our proctors undergo extensive training and certification, during which the rules and policies on preserving exam integrity are clearly indicated. Proctors must sign agreements to confirm their compliance with these policies and guidelines. We also have a zero-tolerance policy towards any violation of these rules, and any violation will result in legal action.

15. Describe methods used to ensure the integrity and security of exams are maintained during the exam sessions, including, but not limited to the examinee's testing environment, access to online materials, etc.

To ensure the integrity and security of exams, the YouTestMe system utilizes a combination of technological and human measures. These measures are designed to prevent cheating and ensure that exam content is protected throughout the testing process. Some of the methods that we use include:

- **Identification and verification of examinees** before allowing them to begin the exam. This process includes the use of biometric identification, such as facial recognition or fingerprint scanning, to confirm the identity of the candidate.
- **Check of the examinee's testing environment** to ensure that they do not have access to any unauthorized materials. This includes the use of webcams and microphones to record the testing environment during the entire exam session, which is then reviewed by our proctors for any suspicious activity.
- **AI-based behavior analysis** is always included in any proctored exam. The system records the candidate's screen during the entire exam session, and the candidate's microphone is on at all times. The system automatically generates a PDF report that records any prohibited behaviors.
- **Integrated calculators and exam materials** are included within the exam interface. This eliminates the need for candidates to have any additional materials on their desks, which could be used for cheating.
- **Live monitoring** by our proctors during the exam-taking process. Our proctors monitor the exam-taking process in real-time and immediately respond to any violations. If a violation occurs, the proctor sends an incident message to the candidate that stops the exam, and the exam timer is paused. The proctor then contacts the candidate to discuss the violation and determines whether the candidate can continue the exam or if it should be terminated, based on the client's rules.

In summary, the YouTestMe system employs a variety of methods to ensure that exam content is protected and that candidates are prevented from cheating. Our approach is designed to combine technological and human measures to provide a comprehensive solution for maintaining the integrity and security of exams.

16. Describe the technology used to detect exam violations.

The AI-based component of our proctoring process is based on the following technology:

- **Facial recognition** - Robust platform for AI-based proctoring tracks the facial features of the exam-taker to ensure that he or she is always present in front of the webcam.
- **Noise detection** - The system is microphone-compatible and records all the voices and noises to make sure that there is no one else in the room with the exam-taker.
- **ID verification** - In a few seconds before the assessment exam-taker takes a photo of the ID. Once the exam is started AI automatically detects that it is the same person who started the assessment
- **Web search detection** - The AI recognizes the screen activities and whenever the exam-taker tries to access a different tab, it tracks it as a violation.

17. Describe an actionable plan to intervene in an exam where the integrity of the exam has been compromised.

In case of exam integrity compromise due to cheating, the intervention plan consists of the following steps:

1. **Immediate Detection:** The proctor will immediately detect any violation during the live exam session.
2. **Incident Message:** The proctor will send an incident message to the candidate that will block their screen immediately.
3. **Contact the Candidate:** The proctor will then turn on their microphone and contact the candidate to address the violation.
4. **Investigation:** The specific course of action taken by the proctor will depend on the type of violation. In this case, the proctor would likely ask the candidate to use their camera to show their surroundings for any unauthorized materials or items.
5. **Resuming the Exam:** If everything is in order, the proctor will request that the candidate refrain from committing the same violation again and then resume their exam.

It's important to note that the client will ultimately determine the consequences of exam breaches. Our recommendations are that if the same violation occurs three times, the exam should be terminated, while any violations that occur before that should result in a warning for the candidate.

18. Describe the post-exam audit process.

To ensure the highest level of exam integrity, YouTestMe has implemented a thorough post-exam audit process. The audit process consists of the following steps:

1. **Video recording:** The exam session of each candidate is automatically recorded and stored for later review. These recordings can be accessed and reviewed until the client decides to delete them.
2. **Credibility report:** Immediately after the exam, our system generates a credibility report. This report shows the distribution of events and violations committed by the candidate during the exam. The report is presented on a graph, providing an easy-to-understand visual representation of the candidate's behavior.
3. **Proctor report:** Our human proctor also generates a report during the exam, which includes three main sections:
4. **ID verification:** This section confirms whether the candidate's ID was valid and verified before the exam or if the proctor had to request additional verification.
5. **Environment check:** This section reports whether the candidate's exam environment was compliant with the testing policies and rules or if there were any suspicious activities or items.
6. **Exam behavior:** This section includes a detailed description of any exam violations that occurred during the session. Each violation is recorded with a clear time stamp, allowing for easy identification and review.

All of these reports are available to our clients for review, ensuring that they have all the information they need to make informed decisions regarding their exams.

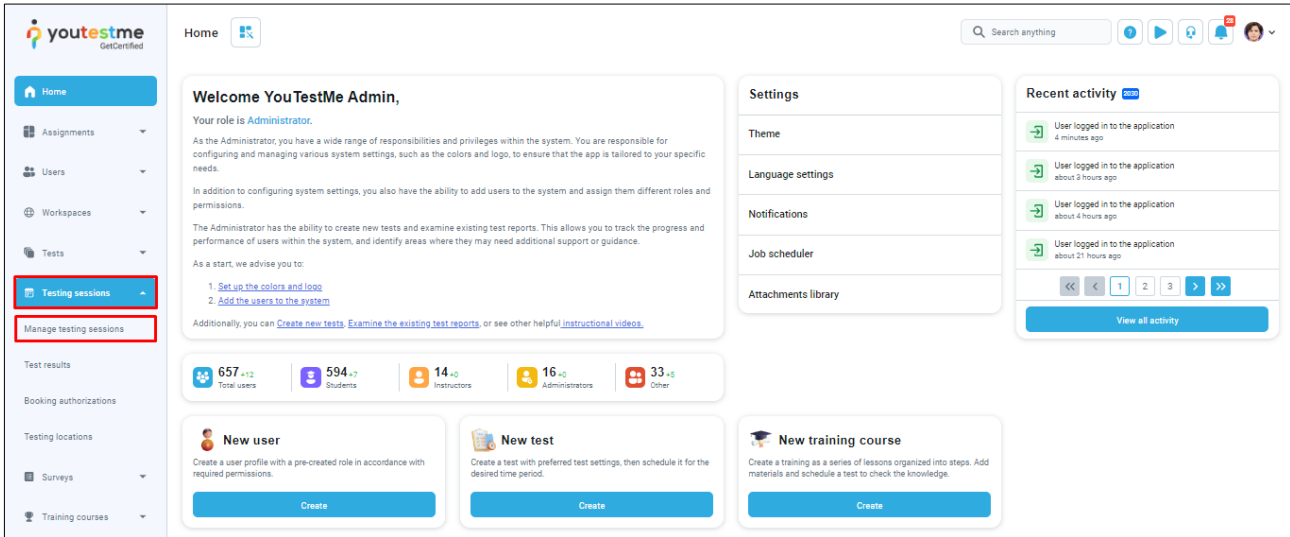
19. Describe the timeframe and how exam breaches and violations are communicated to the Insurance Council and its timeline.

This request is explained in detail in chapter Exam Administration -> Feature Description -> Item 13.

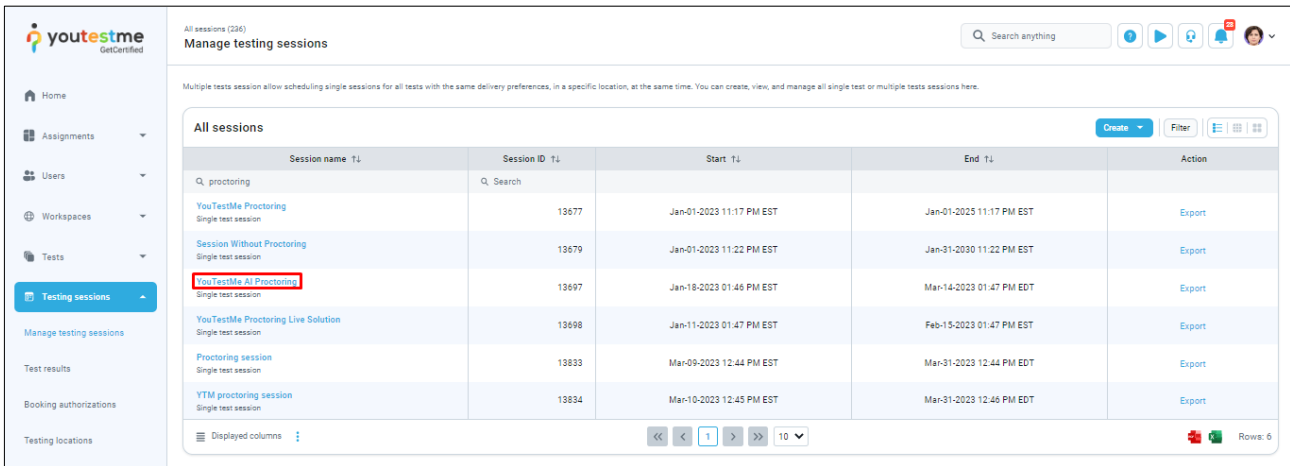
20. Describe how exam recordings can be accessed by the Insurance Council.

Once the candidate has completed the exam, the customer can access the candidate’s report by following the instructions below:

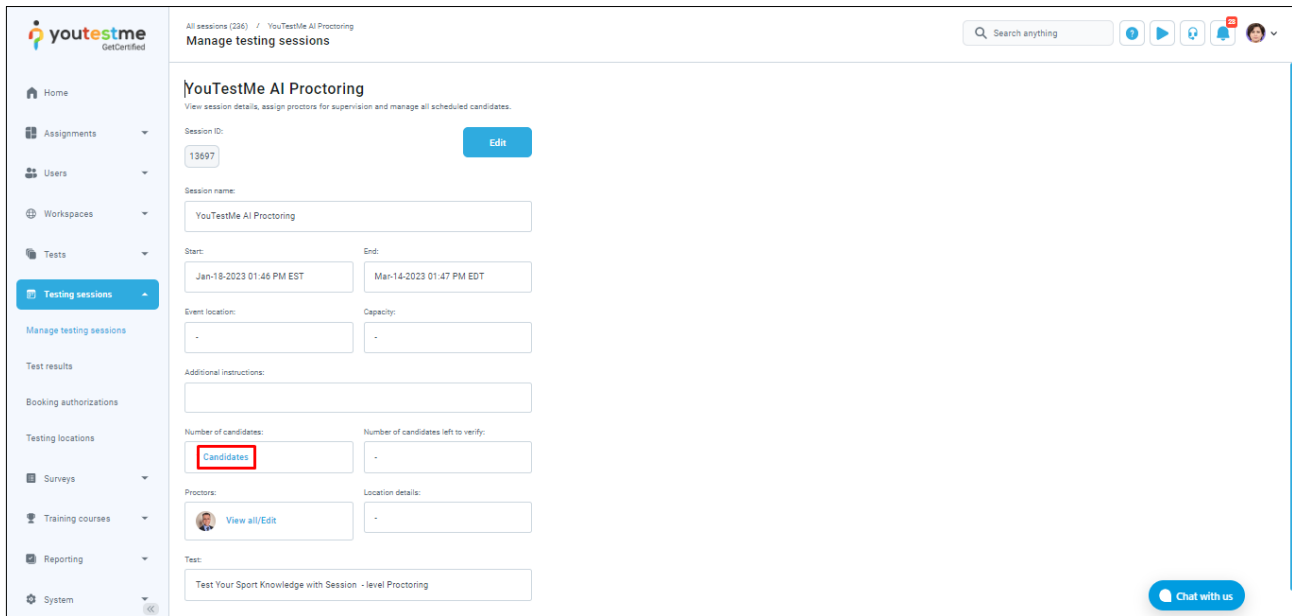
1. Navigate to the **Testing locations** section in the main menu, then choose **Manage testing sessions**.



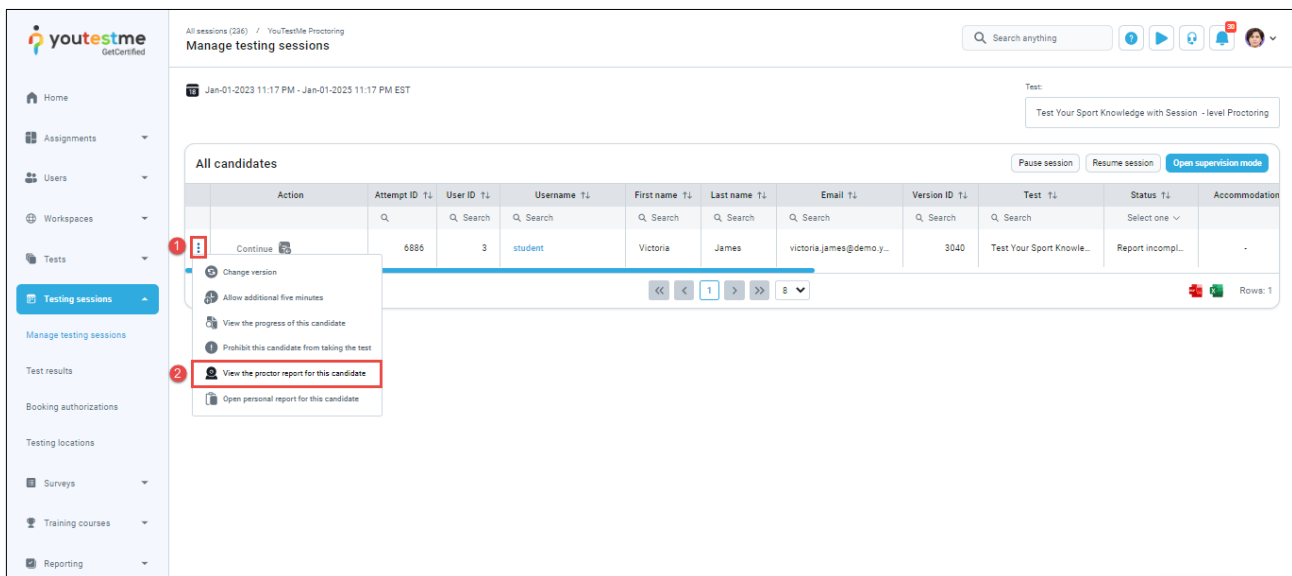
2. The list of testing sessions will be presented, and you need to **click on the specific testing session name** to open it.



3. To access the candidates' recordings, enter the **Candidates** dashboard.



4. To start viewing the specific recording, **click on the three dots** and **click on the camera icon**.



21. Describe the quality assurance processes to validate the examinee's exam sessions and results before releasing the results to the Insurance Council and examinees.

At YouTestMe, we offer flexibility to our clients when it comes to deciding who will be responsible for the quality assurance process to validate examinees' exam sessions and results. We offer two models:

1. **Complete responsibility by YouTestMe staff:** YouTestMe has the highest level of judgment in determining whether to set the proctor feedback to positive or negative based on any exam breaches that occurred.
2. **Shared responsibility:** YouTestMe and the customer both participate in the decision-making process for determining whether a candidate's results should be invalidated due to exam breaches. The following are the defined steps for this process:
 - a. After each exam, **the proctor generates a report and gives feedback on the candidate's behavior** during the exam. If the candidate did not commit any violations, their feedback is set to positive. If there were violations, feedback is set to neutral, and the proctor report contains a description of each suspicious behavior and the time it occurred.
 - b. **The customer's staff enters the application and uses filters to find all attempts with positive proctor feedback** and automatically releases them to the candidates.
 - c. **The customer's staff reviews attempts with neutral proctor feedback**, reads the proctor report, reviews the recording for any suspicious behaviors, **and makes a final decision** by setting the feedback to positive or negative. If the feedback is positive, the candidate will receive the number of points they earned on the exam. If the feedback is negative, the candidate will fail the exam regardless of the number of points they earned.

22. Describe how special accommodations are verified, provided, and monitored.

This request is explained in detail in chapter Exam Registration -> Feature Description -> Item 15.

3.3.2 Minimum Requirements

3.3.2.1 Proctors

1. **Proctors must be a disinterested third-party:**

- **The proctor should not be related to the examinee, an immediate supervisor or employee of the examinee, and is not concerned, with respect to possible gain or loss, in the result of the examination.**

At YouTestMe, we ensure that our proctors are not related to the examinee or involved in any way that could result in a conflict of interest. Our proctors are trained to remain neutral and maintain the integrity of the exam.

- **Proctors must not be a person who can benefit in any way by knowing the questions or answers or have a vested interest in hiring or working in the life insurance industry or be involved in any other related activities that could be considered or perceived as a conflict of interest.**

We take great care to ensure that our proctors do not have any vested interest in the life insurance industry or related activities. Our proctors are required to sign a confidentiality agreement, which prohibits them from sharing any information about the exam.

- **Staff of stakeholders, such as CISRO-approved LLQP course providers, must not be eligible to work as exam proctors.**

At YouTestMe, we have strict policies in place to ensure that staff of stakeholders or other individuals who may have a vested interest in the exam content are not eligible to work as proctors. We believe that this is essential to maintaining the integrity of the exam.

- **Only individuals who signed a confidentiality agreement may act as proctors.**

We require all of our proctors to sign a confidentiality agreement before they begin working with us. This agreement ensures that they understand the importance of maintaining the security and integrity of the exam and that they will not share any confidential information related to the exam.

2. Examinee-to-proctor ratio should not exceed 6:1 for online proctored exam.

Technically, it is possible to monitor 16 examinees in one session. However, the recommendation is to have one proctor monitoring 6 examinees in one session. This ensures that the proctor can closely monitor the behavior of each examinee during the exam, which increases the security and integrity of the exam.

3. Proctors must undergo ongoing training to ensure standard compliance and capabilities are upheld.

This request is explained in detail in chapter Exam Monitoring Process ->Feature Descriptions -> Items 1 and 2.

4. The selected provider must provide a list of proctors to the Insurance Council upon request.

We fully understand the importance of transparency and accountability when it comes to the proctoring process, and we are committed to providing our clients with the necessary information and documentation to ensure complete trust in our services.

In addition to being able to provide a list of proctors to the customers upon request, our customers can also view the details of each proctor who has monitored a session and the corresponding report in real-time within our application.

We are confident that our system provides the necessary transparency and accountability required by our customers.

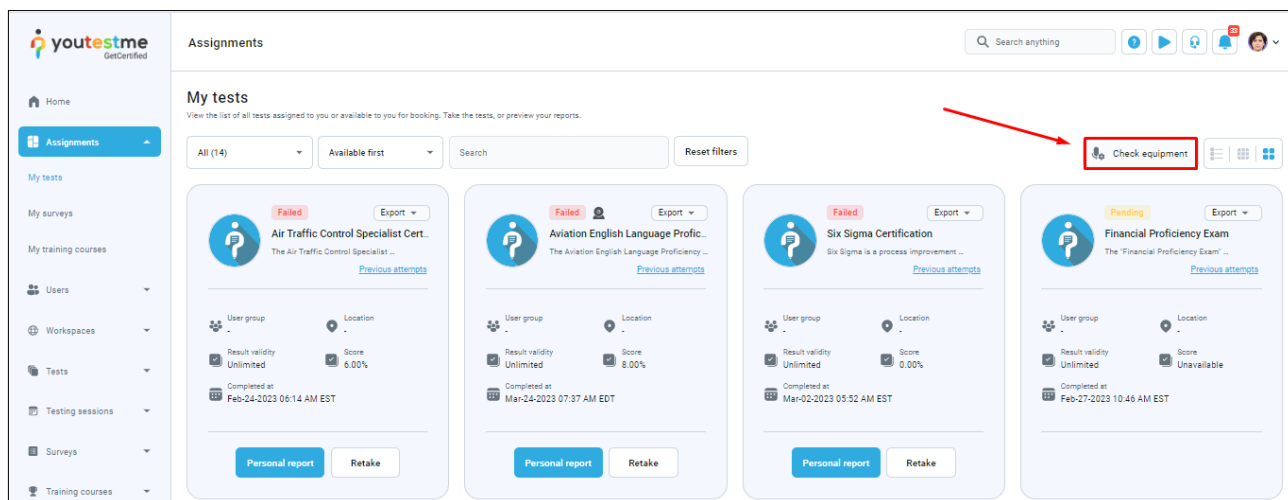
3.3.2.2 Online Proctored Exams

1. **A technical test prior to the start of the exam should be performed by the proctors to ensure the examinee’s webcam, the internet, and other devices required are working.**

There are two main types of system checks before the exam:

1. **Preliminary equipment check:** In all instructional materials, candidates are encouraged to do the equipment check long before the exam session to be able to resolve any equipment-related challenges with the assistance of our support team before the actual session.

They can easily do that by accessing the **Check equipment** option in the application.



2. **Pre-exam equipment check:** Before the official start of the exam, each candidate must undergo an equipment check process that automatically checks their internet connection, webcam, screen sharing, microphone, and other devices required for the exam. If any of the candidate's equipment is not working, the system will not allow them to proceed. At this point, the candidate is free to contact our technical team, who will provide immediate assistance and support to help them fix any issues on their computer and proceed with the exam.
2. **Exam sessions should be video recorded and accessible within 24 hours or upon request.**

Our video recording system generates a recording of the exam session automatically and makes it available immediately after the exam is complete.

Therefore, there is no waiting time for accessing the video recording, and our clients can access it as soon as they need it.

- 3. Video recordings of the exam sessions are to be retained for a minimum period of 1 year from the date the exam was written.**

YouTestMe can provide video recording retention for one year, longer than one year, or less than one year, depending on the specific requirements of our clients. Our system is designed to offer maximum flexibility and customization to ensure that our customer's needs are met effectively and efficiently.

- 4. Proctors must accurately identify the examinee by their government-issued photo identification or other verification documentation approved by the Insurance Council, if necessary, to ensure it is the person scheduled to write the exam.**

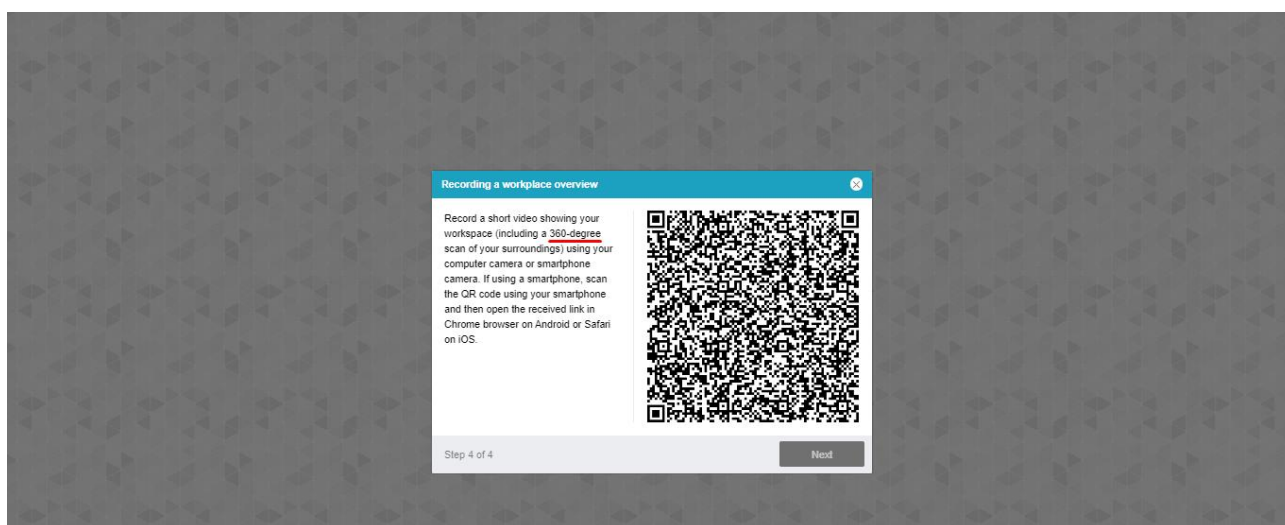
This request is explained in detail in chapter Exam Administration -> Feature Description -> Item 9.

5. Secure the testing environment using a 360-degree scan of the room.

YouTestMe provides a feature to use a 360-degree scan of the room to ensure that the testing environment is secure. Our process for securing the testing environment includes the following steps:

1. **QR code:** During the scan environment step, the candidate is presented with a QR code that they must scan on their phone. The candidate then needs to record their environment by taking a 360-degree video. It is important to note that the candidate must complete this step, or the system will not allow them to proceed with the exam.

Note: Alternatively, this can also be done using the candidate's laptop which is rotated to perform a 360-degree scan using its web camera.



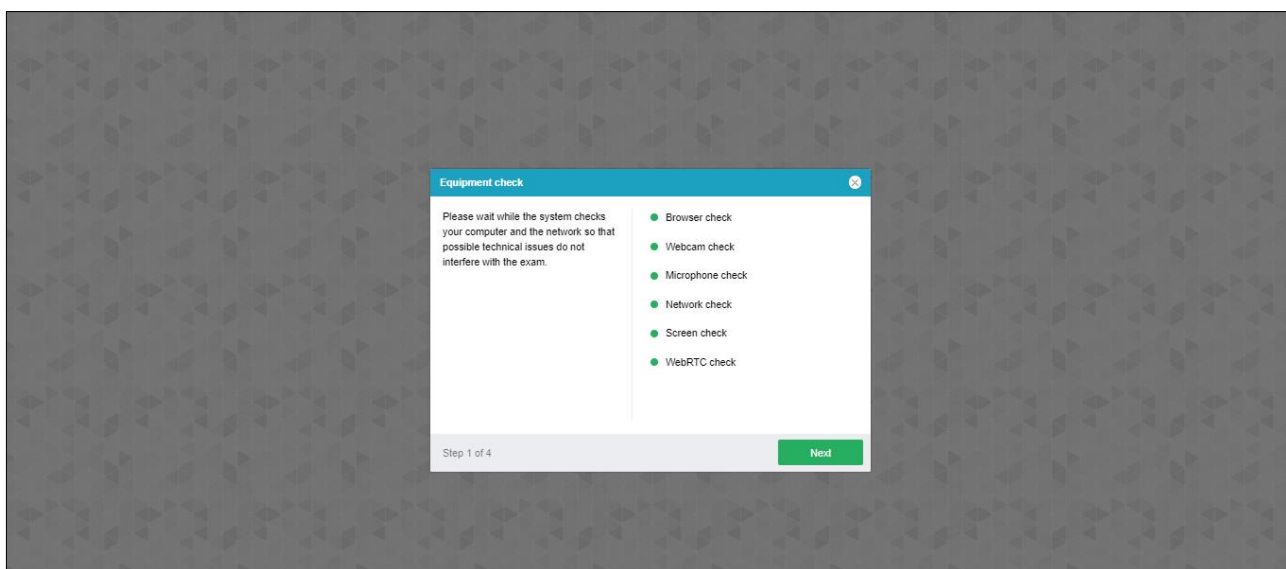
2. **The recording of the scanned environment is automatically sent to the proctor**, who then reviews it to ensure that there is nothing in the candidate's environment that is not allowed.
3. **Access granted or denied:** If there is nothing prohibited in the candidate's environment, they are immediately granted access to start the exam. However, if there is anything prohibited in the candidate's environment, the proctor will activate the microphone to contact the candidate and ask them to remove the prohibited item(s) from their environment.
4. **Repeating the scan:** Once the prohibited item(s) have been removed, the proctor will request that the candidate re-record their environment to ensure that it is secure.

In summary, our 360-degree scan of the room feature, combined with our thorough process for securing the testing environment, ensures that the exam process is secure and free from any external influence or interference.

6. **Examinees are required to be equipped with appropriate, properly functioning technology such as a computer with one display or monitor, webcam, microphone, and stable internet connection. Exam space must be walled with a closed door, well-lit and free from any disruptions. The workstation must be clean and clear of all materials. A shared office or public space must not be accepted.**

YouTestMe is fully flexible when it comes to these rules and can work with our clients to define and implement customized requirements as necessary.

1. **Properly functioning technology:** This process is part of our Equipment check, which examines the examinee's technology and verifies that it is functioning properly before they are allowed to proceed with the exam. If any issues arise, the examinee can contact our technical support team immediately for assistance.



2. **Clean and empty environment:** This is achieved by having examinees complete a 360-degree scan of their environment before the exam begins, which is then reviewed by the proctor. If there are any issues with the environment, the proctor will request that the examinee remove any prohibited items or relocate to a more suitable location. If the examinee cannot meet these requirements, they will not be allowed to proceed with the exam and will need to reschedule for a later date when they can meet the necessary conditions.

- 7. Ensure unauthorized materials and electronic devices (cell phones, headphones, earphones, smart watches, books, notes, etc.) are stored away and not within arms' reach of the examinee for the entire duration of the exam.**

When working with a new client, we send them a questionnaire, and one of the questions is what should be prohibited from being found in the candidate's environment.

Once we have received this information, we update our standard procedures for proctors to include all of the client's specific requirements. This ensures that all rules are followed and that prohibited materials and devices are not within arm's reach of the examinee during the exam.

- 8. Lock down the examinee's browser to prevent access to the internet, websites, and unauthorized materials.**

We have a built-in browser lockdown feature in our system that ensures the examinee is not able to leave full-screen mode or navigate anywhere else other than the exam tab.

In that way, access to unauthorized materials is prevented.

- 9. Lock down the examinee's ability to screen capture the exams, and copy and paste any portion of the exam.**

A built-in browser lockdown in our system ensures once the examinee has started the exam, they will not be able to copy, cut, or print any content from the exam or access any other applications or websites.

- 10. Prevent the use of external resources during the exams.**

Our built-in browser lockdown feature prevents the examinee from accessing external resources during the exam, ensuring that they are focused solely on the exam content. Additionally, we provide a human proctor who monitors the exam in real-time and can respond to any prohibited actions by the examinee.

In addition to these measures, we also provide built-in resources that are approved by the client for use during the exam, such as a calculator and exam attachments that can be opened directly from within the application. These resources are designed to assist the examinee with the exam content while still maintaining the integrity of the exam process.

Overall, our goal is to provide a secure and reliable exam experience for our clients, and we are committed to taking all necessary steps to ensure the integrity of the exam process and prevent the use of external resources during exams.

11. Proctors are responsible for overseeing examinees' conduct during the exam session. At no time can examinees be out of the proctor's view during the duration of the exam.

At YouTestMe, our proctors are responsible for overseeing examinees' conduct during the exam session. We understand the importance of maintaining a secure and reliable exam environment, and we have strict procedures in place to ensure that examinees are under proctor supervision at all times.

In the event that an examinee is out of the proctor's view during the exam, the proctor will automatically terminate the exam session. This ensures that the exam is conducted under the proper conditions and that the integrity of the exam is maintained.

However, there may be instances where a washroom break is allowed. In these cases, we have specific procedures in place to ensure that the exam is still conducted under proper conditions. The procedures for a washroom break are as follows:

1. The candidate contacts the proctor to request a washroom break.
2. The proctor pauses the exam to prevent the candidate from losing time and to ensure that they do not access any exam questions during the break.
3. To ensure exam integrity, the option to prevent candidates from returning to previous questions can be enabled.
4. The candidate can bring their laptop into the washroom to show the environment and ensure no unauthorized materials are present.
5. Once the candidate has finished with the washroom break, the exam can be resumed.

12. Proctors must strictly enforce all requirements and conditions associated with the exam and ensure examinees follow and adhere to the exam rules and examinee conduct rules set out by the Insurance Council.

At YouTestMe, our proctors are highly trained and have all the necessary tools to strictly enforce all exam requirements and conditions. They have the authority to pause or terminate an exam if necessary and can communicate clearly with examinees through the chat and microphone features.

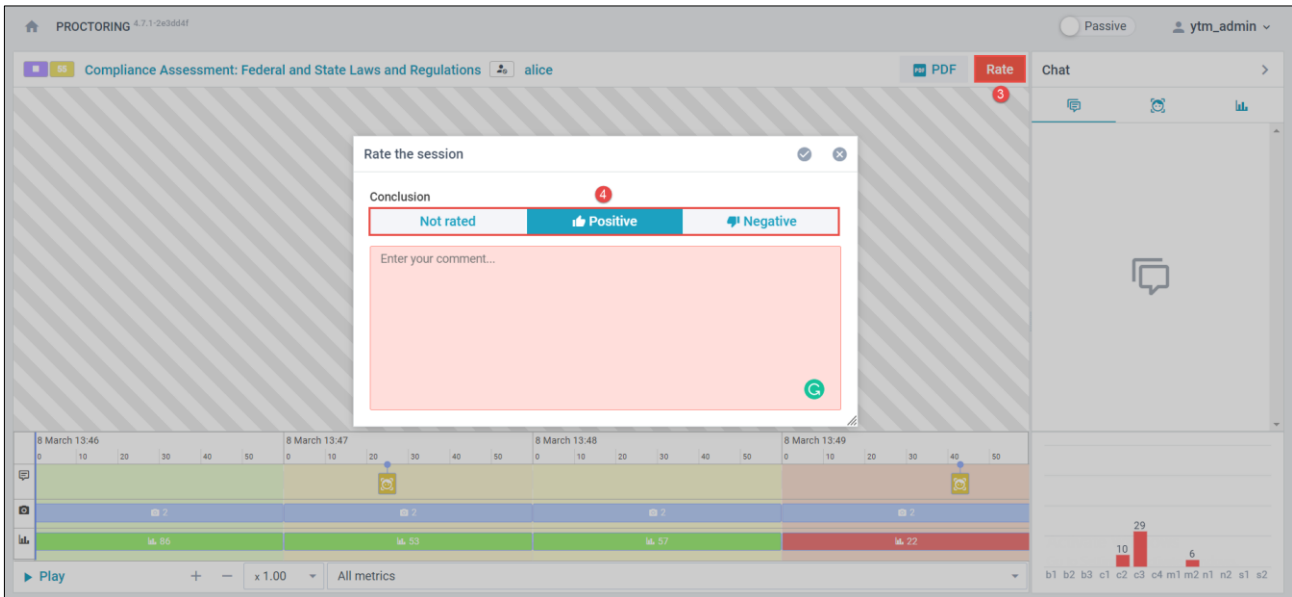
Our proctors are well-versed in the exam rules and examinee conduct rules set out by our customers and are committed to ensuring that all examinees follow and adhere to these rules. We understand the importance of maintaining a secure and reliable exam environment, and we have strict procedures in place to ensure that all exams are conducted under proper conditions.

Overall, we are confident in our proctors' ability to strictly enforce all exam requirements and conditions and provide a secure and reliable exam experience for our clients.

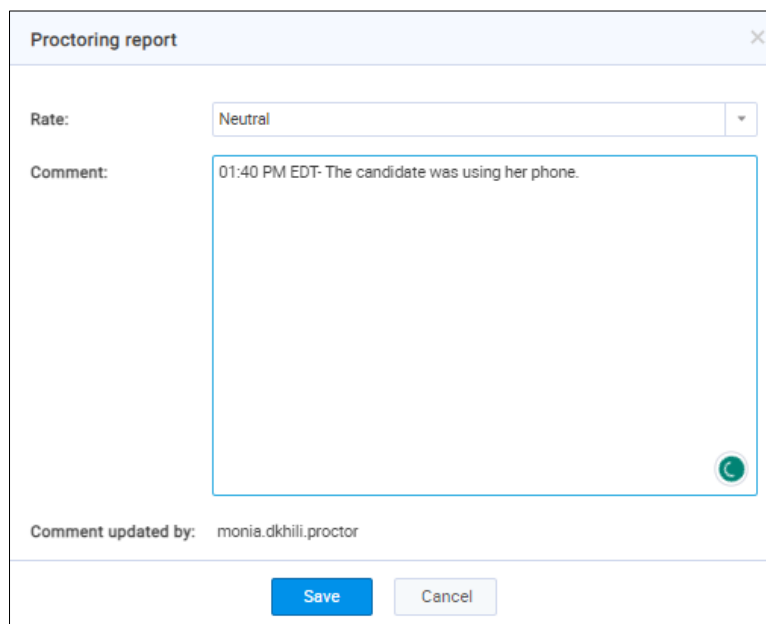
13. Flag and note all exam breaches and violations for review.

Upon completion of the exam, the proctor resolves all proctoring reports by providing feedback to them and entering a comment for each one of them. Feedback can be:

- Positive (0 violations)
- Negative (There were obvious attempts at cheating)
- Neutral (one more person needs to review suspicious parts to see if the candidate tried to cheat)



The feedback should include a brief description of the incident. This information will be useful for instructors and administrators who need to review the report and take action if necessary.



14. Terminate exams when the examinee breaches the exam rules.

At YouTestMe, we understand the importance of maintaining a secure and reliable exam environment, and we have strict procedures in place to ensure that all examinees follow the exam rules. In the event that an examinee breaches the exam rules, we have the necessary tools and functionalities in our system to terminate the exam.

However, it is ultimately up to the client to determine the specific exam rules and the consequences for breaching them. Our proctors are trained to strictly enforce all exam rules and to communicate with examinees through the chat and microphone features if any issues arise.

In the event that an examinee breaches the exam rules, we can terminate the exam immediately or after three warnings, depending on the client's preferences. Our priority is to ensure that all exams are conducted under the proper conditions and that the integrity of the exam is maintained.

15. Proctors must be aware of approved accommodations related to testing conditions and invigilate special needs examinees accordingly.

This request is explained in detail in chapter Exam Registration -> Feature Description -> Item 15.

16. Proctors may answer questions regarding the functionality of the exam software but may not answer questions on the exams.

YouTestMe proctors never communicate with candidates regarding the correctness of answers. If a candidate asks such a question, the proctor immediately reminds them that it is not allowed.

Furthermore, we understand the importance of exam integrity and transparency. That is why our system provides a complete recording of the exam session, including all conversations held between the proctor and the candidate. This way, the client has full visibility and can rest assured that the exam is conducted fairly and according to the set rules.

17. Proctors must monitor the examinees' screen for the entire duration of the exam and inform examinees of their observations if necessary.

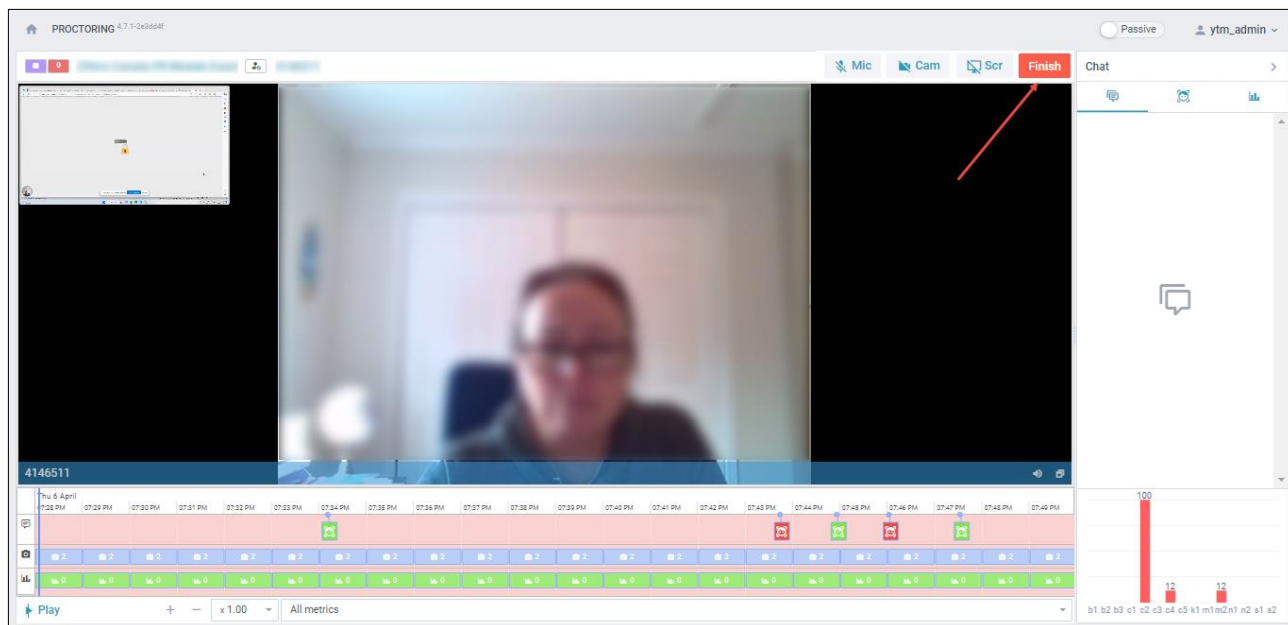
YouTestMe proctoring services include constant monitoring of examinees' screens for the entire duration of the exam.

In accordance with our customer's rules, both AI and human proctors may inform examinees of any observations.

18. Proctors must intervene to stop any improper or unusual behaviours or/and any behaviours that put the LLQP exam security at risk during the exam session.

Certainly, at YouTestMe, we fully support this scenario.

If a candidate violates any of the rules, our proctors have the authority to immediately terminate their exam session by clicking the "Finish" button.



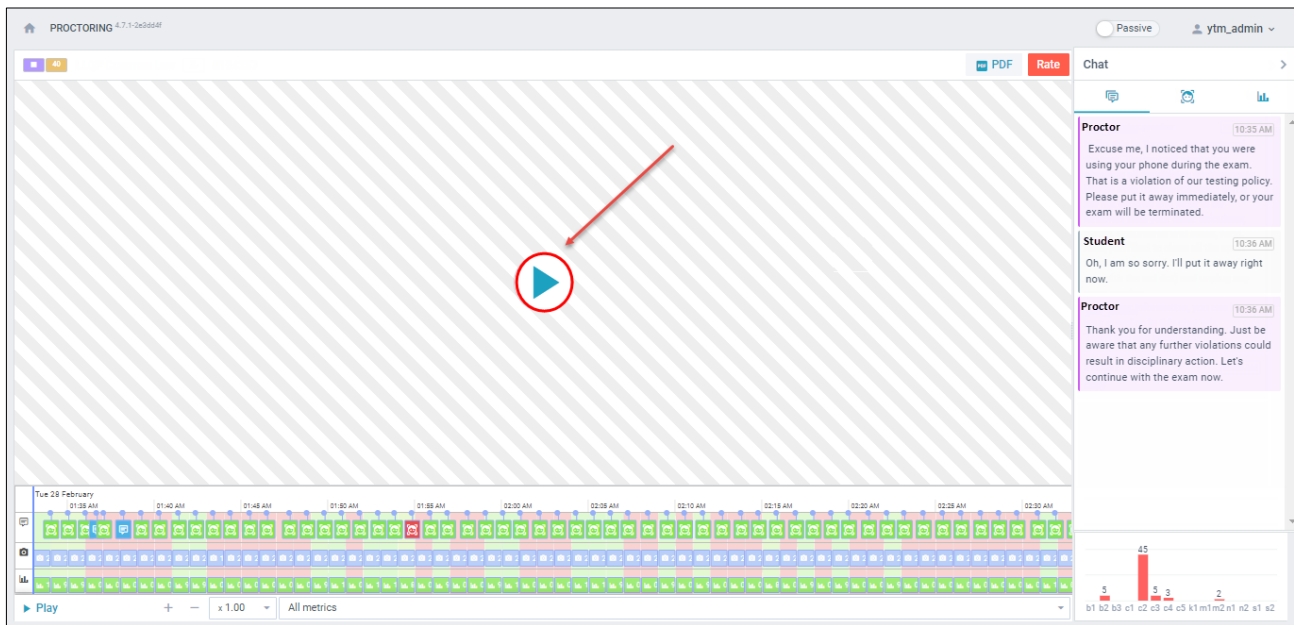
Also, the practice we recommend is that the proctor turn on their microphone and inform the examinee that their exam will be terminated due to a specific reason.

Our proctors are well-trained to handle any unusual or improper behavior during the exam session, and we have all the necessary tools and procedures in place to ensure the security and integrity of the LLQP exam.

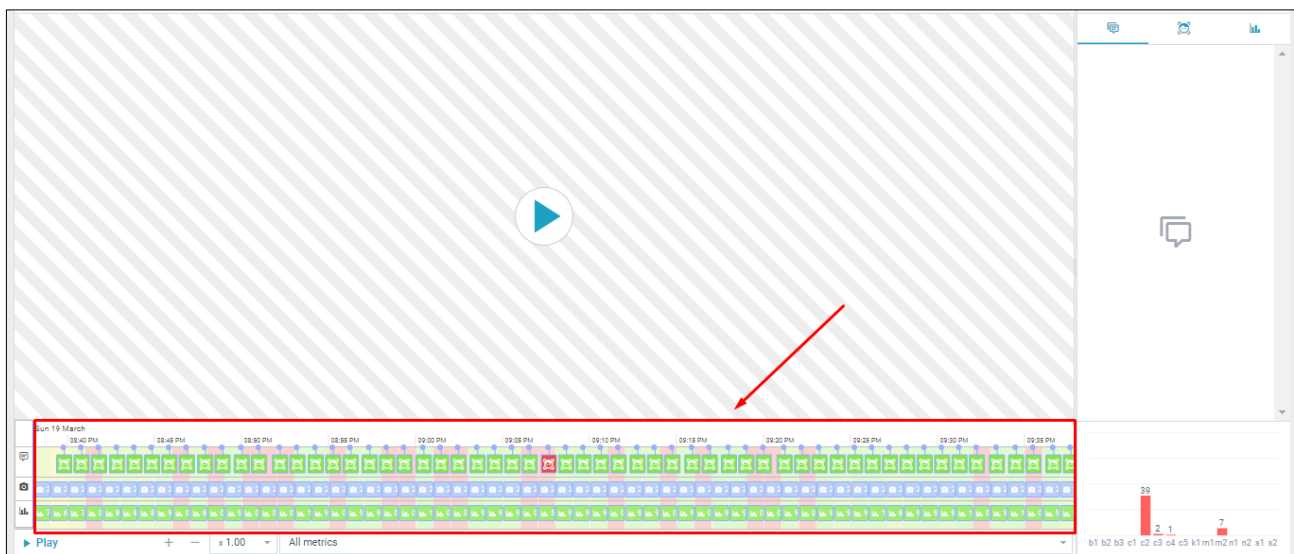
19. Provide video recordings of exam breaches with the incident clearly marked, detailed and time stamped.

Incidents made during the exam are marked in the recording, credibility report, and proctor report.

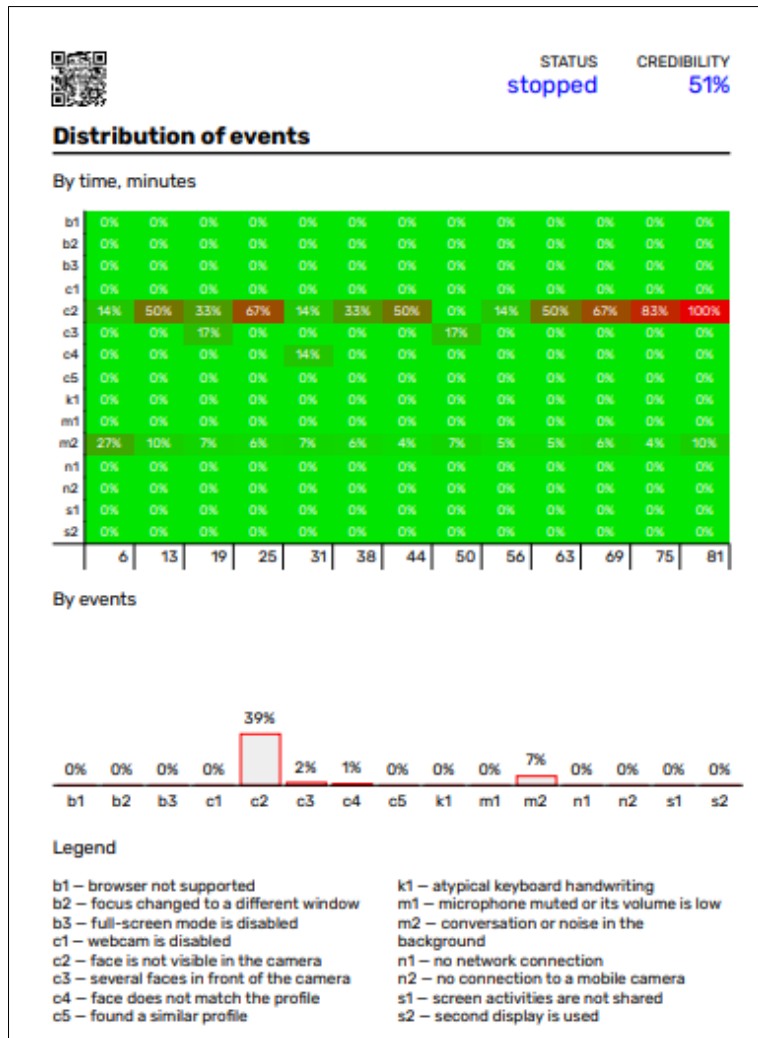
1. To review the recording, you need to click on the play button.



2. Incidents in the **video recording** are **marked on the video timeline in red.**



3. Incidents in the **credibility report** are graphically presented with **time and events as coordinates**.



4. Incidents in the **proctor’s written report** include a **description and timeframe of the violation**.

Proctoring report ✕

Rate:

Comment:

01:40 PM EDT- The candidate was using her phone.

Comment updated by: monia.dkhili.proctor

20. Provide detailed reporting of exam breaches including but not limited to, proctor intervention, chats between the proctor and the examinee, screen captures to demonstrate exam breaches, etc.

This requirement is explained in detail in the question above.

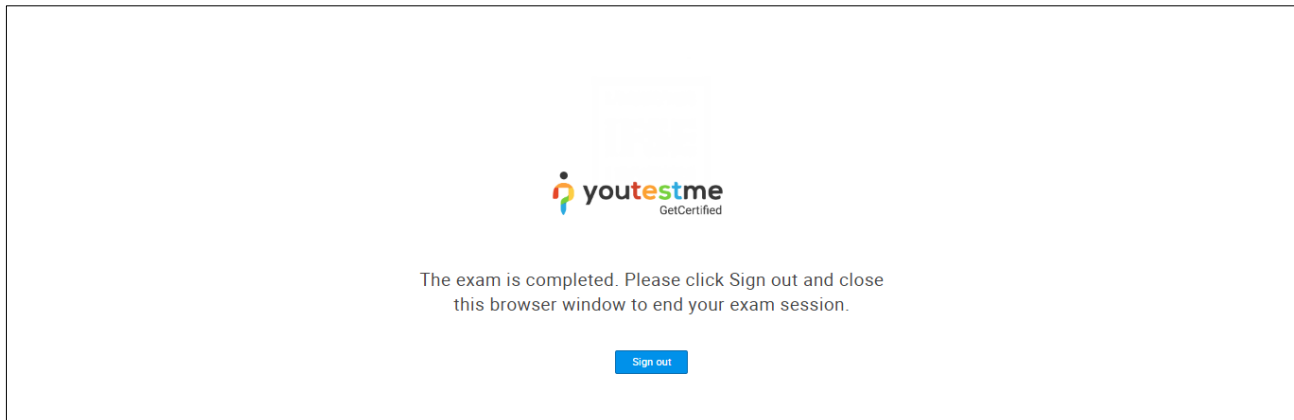
Additionally, the YouTestMe system captures and stores the chat communication between the proctor and the examinee during the exam. This chat log is conveniently available on the right side of the video recording and can be reviewed at any time, providing a complete overview of the incident and any relevant interactions between the proctor and the examinee.

21. Provide general information to examinees on the next steps after the completion of the exam.

The next steps can be presented in a fully customizable panel that is displayed after the exam. All the components in the panel can be modified including:

- Logo
- Text
- Links

An example of a simple default generic message is below:



22. The performance of proctors should be monitored on an ongoing basis and make necessary adjustments to improve performance, as required.

This request is explained in detail in chapter Exam Monitoring Process -> Feature Description -> Item 3.

3.4 Reporting and Data Files

3.4.1 Descriptions

1. Describe how the personal data of examinees are stored.

As a Canadian company, we take the privacy and security of our customers' personal data very seriously. We adhere to the highest industry standards to ensure that personal data is stored securely and in compliance with relevant laws and regulations.

Our platform is designed to store the personal data of examinees in a highly secure and encrypted manner. **All data is encrypted at rest and in transit** and is **only accessible by authorized personnel**.

YouTestMe is certified and compliant with international standards such as [ISO 27001](#), which provides a framework for information security management systems.

We also ensure that **our data centers are located within Canada** to comply with Canadian data residency requirements and that our hosting infrastructure is subject to rigorous physical and logical security controls.

Overall, our approach to storing the personal data of examinees is **designed to meet the highest industry standards for security, compliance, and privacy**. We take a holistic approach to data security, employing a combination of technical, physical, and administrative controls to ensure that personal data is protected at all times.

2. Describe the type of reports provided to the examinees and the Insurance Council.

Reports for examinees

A personal report (scorecard) is the main source of information for candidates after the exam.

Exam managers can fully configure what the candidates see.

The main information a personal report can contain is:

1. **Pass/Fail status** – Summarizes if the candidate passed or failed.
2. **Achieved score** – Summarizes the percentage achieved on the exam.
3. **Passing score** – Percentage required for passing the exam.
4. **Time spent on the exam** – Outlines how long was the candidate on the exam.
5. **Score on each subject area (question pool)** – Summarizes how the candidate performed in different areas of the tests and helps them understand which areas they need to study more.
6. **Question details** – Typically used for practice tests, outlining the correct and incorrect answers and the ones the candidate selected.
7. **Certificate** – Downloadable and sharable certificate awarded for the passed exam.
8. **Score report** – Downloadable custom PDF report with important information about the exam and a bar chart explaining how the candidate performed on the exam in comparison to the average.

Reports for the customer

As an introduction to our response, please take a look at the following [playlist of videos explaining the main YouTestMe reports](#).

The following information is important for all reports in YouTestMe:

1. All reports are **configurable**
2. The administrators have **full control over who sees what report**
3. All reports **can be exported** as Excel or PDF

The main information for instructors is:

1. **Summary report** - Specifies basic information about the exam – How many examinees started and finished the exam, how many examinees passed and how many failed, and what is the points distribution.
2. **Candidates report** - Exportable table of candidates assigned to the exam with their scores and information on when they were taking the exam.
3. Detailed candidate's report - Candidate's personal report with details on points achieved on each question and the answers they provided.
4. **Proctor's report** - List of suspicious behaviors that occurred during the exam and when. This can be checked by accessing the video recording of the candidate's exam attempt.
5. **Question statistics** - Success ratio and average time to answer each question in the exam. Especially useful if you are looking to constantly update your tests.
6. **Comparative reports** - Tabular reports that allow comparing average scores achieved in different locations and testing sessions during a specific time period
7. **Report builder** - Powerful tool that allows generating the exact tabular information you need.

3. What happens to the exam question banks and examinee data at the termination of service?

Return and deletion of data are defined in the [data processing agreement \(DPA\)](#) signed with YouTestMe under the chapter - Return of Property and Data:

"YouTestMe agrees to return to the Client the Client's Data at the termination or expiration of the Service-Level Agreement, upon the Client's written request made within thirty (30) days after such termination or expiration, as provided herein. This provision applies to all the Client's Data that is the possession of subcontractors, agents, or auditors of YouTestMe Within fifteen (15) days after the date of the Client's request, YouTestMe will make available to the Client for downloading a file of the Client's Data in an agreed-upon machine-readable (a commercially reasonable standard such as comma separated value (.csv) or extendible markup language (.xml)) format along with attachments in their native format as stored on the SaaS. Such service shall be done at no cost to the Client. Once YouTestMe has received written confirmation from the Client that all the Client's Data has been successfully transferred to the Client, YouTestMe shall within thirty (30) days, unless legally prohibited, purge or physically destroy all the Client's Data from its hosted servers or files."

4. Describe how reports are communicated to the Insurance Council.

Depending on the report's purpose, they can be sent via different channels.

1. **Exam results sent via email** - Typically sent to the candidates automatically by the system after the exam results are published by the exam manager. They can be fully customized and usually contain a link to a detailed in-app score report.
2. **In-app reports** - Reports that can be accessed at any time by logging in to the application (if you have the appropriate permissions).
3. **Scheduled reports sent via email** - Predefined tabular Excel reports sent to specified email addresses at specified intervals. Some examples are the following reports: Exam results, Logins and logouts, and Monthly active users.
4. **Scheduled reports sent to a file system** - Predefined CSV reports dropped to a specific shared folder at specified intervals. Typical in case of integrations with other systems.
5. **Proctor's reports** - Written reports provided by YouTestMe proctors after each proctored session.

Note: The purpose of our application is automation. So instead of creating and sending reports manually, we ensure that all appropriate reports exist in the system and can be sent automatically by the system to the designated email addresses and locations.

5. Describe how reports can be accessed by the Insurance Council.

All reports can be accessed through the application.

Different users will have access to different reports but the principle is the same.

Instructor would typically:

1. Log in to the application
2. Access the dashboard for managing their exam
3. Examine predefined reports or generate the one they need

Administrator would typically:

1. Log in to the application
2. Access the Reporting section with system-level predefined reports related to all tests, users, and other entities from the system

Candidate would typically:

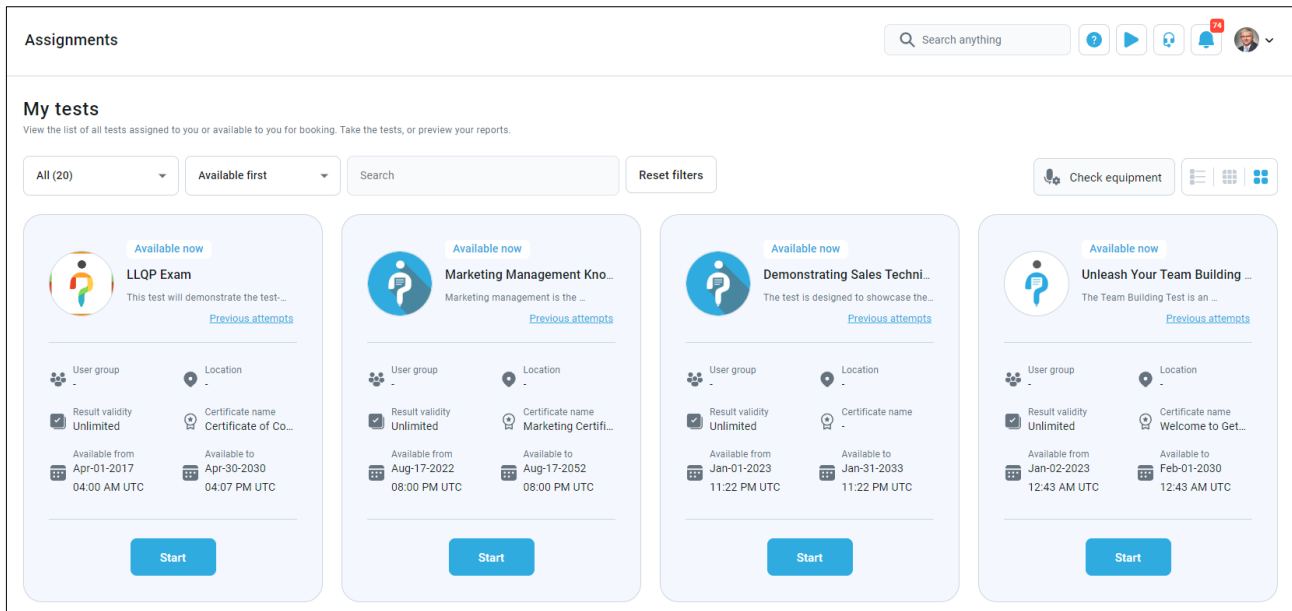
1. Receive a direct link via email to access their exam report / Log in to the application
2. Examine their score on the exam and different subject areas, and optionally examine question details (if question details are made visible by the exam manager).

6. Describe how examinee can access their exam information, this can include but is not limited to exam bookings, exam results, exam confirmation letters, exam details, etc.

Depending on the way you prefer, candidates can access their exam information in two ways.

1. Logging in to the application

- a. Candidate logs in to the application using their credentials
- b. On the My tests page, the candidate would choose a detailed personal report to examine their exam information



2. Using a link from an email

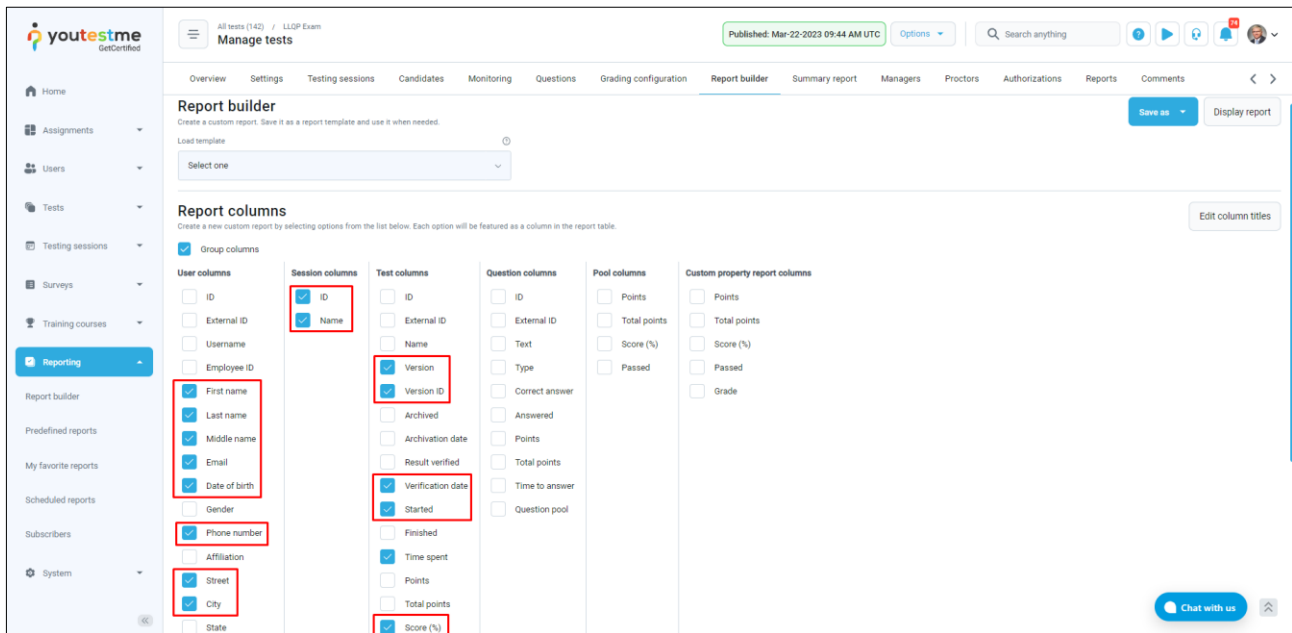
- a. The exam manager publishes exam results (allows candidates to see them), which typically happens after they have reviewed the proctor's report
- b. Emails with a personalized link to exam information is sent to each candidate
- c. Candidate uses the link to automatically log into the application and access their exam information

3.4.2 Minimum Requirements

1. **Provide reports of examinees' information collected during exam registration and administration. The information to be transmitted can include, but is not limited to, the following:**
 - **information collected during the exam registration.**
 - **information regarding the examinee's assigned exam version(s), exam date(s), attempt(s), result(s), etc.**
 - **information regarding the examinee's misconduct and exam breach during the exam registration and/or administration.**
 - **list of examinees with special accommodations provided, as well as the type of accommodations provided per case.**

All of the reports mentioned above can be generated in YouTestMe. If they are not already included in one of our **50+ predefined tabular reports**, they can be generated using our powerful Report builder.

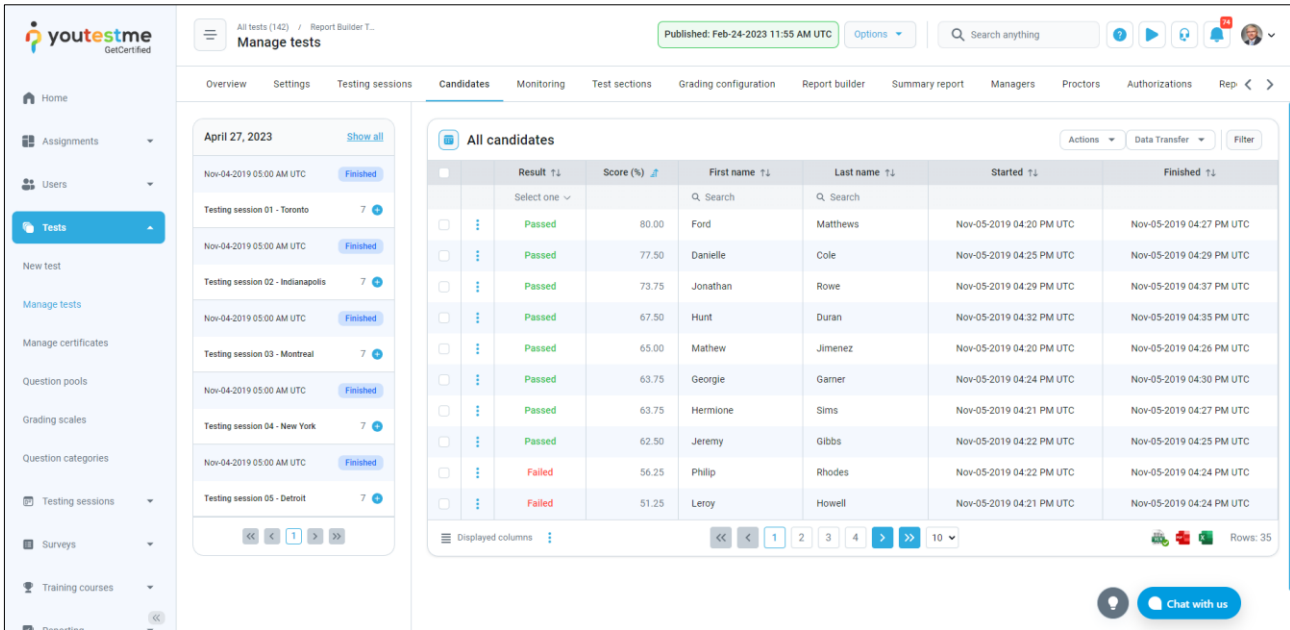
Below, you will see the **Report builder** configuration panel that allows you to choose the exact information you need in your reports allowing you to make data-driven decisions.



2. Ability to produce various customized reports on exam trends and patterns. This could include, but is not limited to, the following:

- **Examinee’s exam details, such as name, contact information, CIPR and course provider information, identification of testing centre and proctor, exam type, exam score, pass or fail status, exam start and end times, time spent, number and percentage of questions answered, number and percentage of correct answers, as well as all of the exam questions and the evaluation of the examinee’s responses.**
- **Incident reports, statistics on exam registration and exams written per month.**

All of the reports mentioned above can be generated in YouTestMe. Below you will see an example of a report with some of the columns you listed.



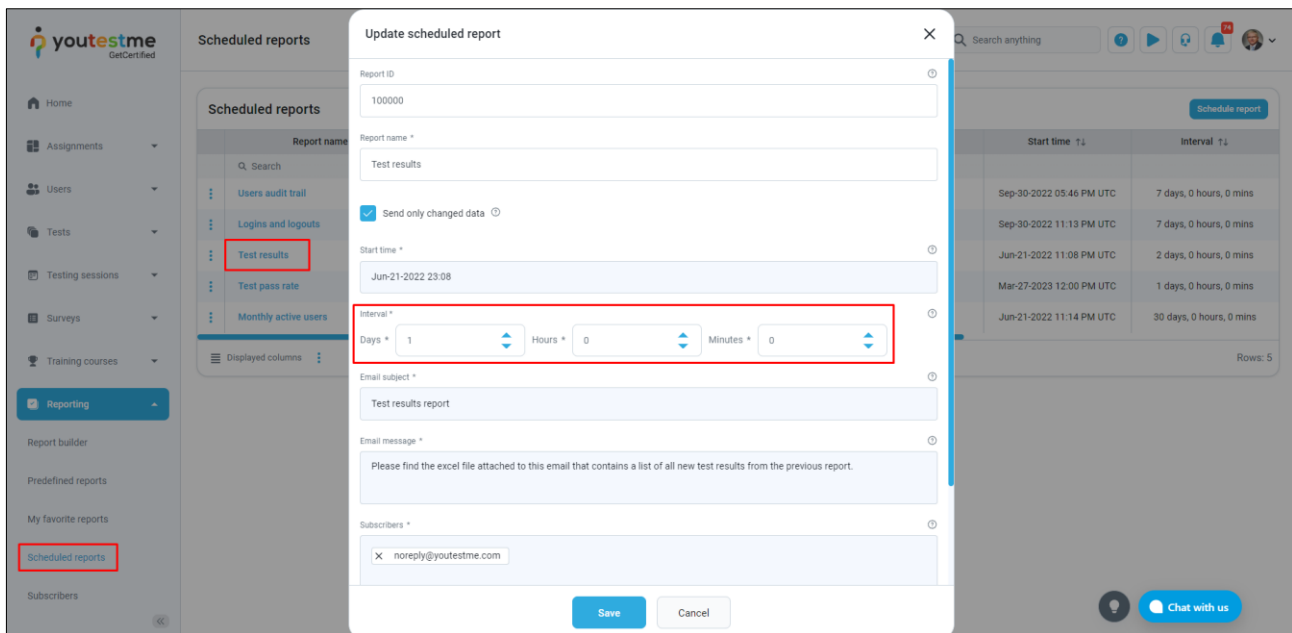
The screenshot shows the 'Manage tests' interface in YouTestMe. The 'Candidates' tab is active, displaying a table of exam results. The table has the following columns: Result, Score (%), First name, Last name, Started, and Finished. The data is as follows:

Result	Score (%)	First name	Last name	Started	Finished
Passed	80.00	Ford	Matthews	Nov-05-2019 04:20 PM UTC	Nov-05-2019 04:27 PM UTC
Passed	77.50	Danielle	Cole	Nov-05-2019 04:25 PM UTC	Nov-05-2019 04:29 PM UTC
Passed	73.75	Jonathan	Rowe	Nov-05-2019 04:29 PM UTC	Nov-05-2019 04:37 PM UTC
Passed	67.50	Hunt	Duran	Nov-05-2019 04:32 PM UTC	Nov-05-2019 04:35 PM UTC
Passed	65.00	Mathew	Jimenez	Nov-05-2019 04:20 PM UTC	Nov-05-2019 04:26 PM UTC
Passed	63.75	Georgie	Gamer	Nov-05-2019 04:24 PM UTC	Nov-05-2019 04:30 PM UTC
Passed	63.75	Hermione	Sims	Nov-05-2019 04:21 PM UTC	Nov-05-2019 04:27 PM UTC
Passed	62.50	Jeremy	Gibbs	Nov-05-2019 04:22 PM UTC	Nov-05-2019 04:25 PM UTC
Failed	56.25	Philip	Rhodes	Nov-05-2019 04:22 PM UTC	Nov-05-2019 04:24 PM UTC
Failed	51.25	Leroy	Howell	Nov-05-2019 04:21 PM UTC	Nov-05-2019 04:24 PM UTC

3. Exam results must be released to the examinee within 5 business days, and released to the Insurance Council on a daily basis.

Since exam results are calculated immediately, there are no obstacles in releasing the results to the examinee within 5 business days and also no obstacles in releasing the results to the customer on a daily basis.

Furthermore, sending the results on a daily basis can be automated by using the Scheduled Reports feature that allows specifying intervals for sending the desired reports.



3.5 Cyber Security Requirements

3.5.1 Descriptions

1. **Outline of cybersecurity policies. The successful proponent will be required to provide its cybersecurity policies as part of the contract terms.**

The following items are YouTestMe cybersecurity policies:

1. **Business continuity and disaster recovery** cover planning and preparing for potential disasters or disruptions to ensure that the organization can continue to operate and recover in the event of an incident. YouTestMe [Business Continuity Planning](#) covers:
 - a. Disaster Recovery Procedure
 - b. Backup Strategy
 - c. Restore Strategy
2. **Information security** focuses on protecting information from unauthorized access, use, disclosure, disruption, modification, or destruction.
 - a. YouTestMe [Data Processing Agreement](#) contains information on:
 - i. Data privacy
 - ii. Confidentiality
 - iii. Disclosure of information
 - iv. Data security
 - v. Import and export of data
 - vi. Access to and extraction of data
 - vii. Data ownerships
 - viii. Data protection
 - ix. Data destruction
 - x. Security incidents
 - a. Data breach response
 - b. YouTestMe [Security Policies](#) contains information on:
 - i. General security policies
 - ii. Production security policies
 - iii. Development policies
 - iv. Encryption in transit
3. **End-to-end encryption** ensures both data in transit and at rest remain secure throughout the process:
 - a. For encryption at rest, YouTestMe uses [Transparent data encryption](#) at the file level.
 - b. For encryption in transmission (in transit), YouTestMe warrants that all client's data will be encrypted using Transport Layer Security (TLS) at an encryption level equivalent to or stronger than 128-bit AES encryption.
 - c. For increased security, YouTestMe also uses [PostgreSQL native support for using SSL connections to encrypt client/server communications](#).

4. [Deployment appliance hardening](#) covers security measures protecting YouTestMe virtual machines from security threats that can exploit vulnerabilities.
 5. **Cloud security** focuses on securing cloud-based systems and data from unauthorized access, data breaches, and other security threats. In addition to all internal security measures, YouTestMe ensures cloud security by using top-notch cloud computing services compliant with the industry standards for cloud security like SOC 1, 2, 3, and ISO/IEC 27001:
 - a. [Microsoft Azure security and compliance standards](#)
 - b. [OVH Cloud compliance and certification](#)
 6. **Operational security** focuses on securing people and processes that are critical to the organization's operations. YouTestMe is compliant with ISO/IEC 27001 international standard to manage information security and has [ISO 27001:2013 certificate](#).
2. **Identify the number of breaches requiring notification to clients in the last 3 years as per the Office of the Information and Privacy Commissioner (OIPC) Privacy Breach Guidance.**

YouTestMe had zero (0) security breaches in the last 3 years that required notification to clients.

3. **Outline of data recovery process in an event of a cyber attack.**

In the event of a cybersecurity breach, these are the three key factors that ensure security and recovery:

1. End-to-end encryption of data ensures that none of the stolen data will be in a readable format, therefore it will be unusable
2. Security Incident or Data Breach Response from the [Data Processing Agreement](#) outlines the procedure and timeline of communication with the customer about the incident
3. [Business Continuity Planning](#) allows YouTestMe to have the system up and running in no more than five hours, by relying on the latest daily backup

4. Outline of insurance coverage policy in an event of a cyber attack.

YouTestMe insurance policy includes:

- **Commercial general liability insurance** in an amount of three million (\$3,000,000) Canadian dollars per occurrence.
- **Professional liability insurance** in amount of three million (\$3,000,000) Canadian dollars per claim.
- **Cyber liability insurance** in amount of three million (\$3,000,000) Canadian dollars.

Certificate of insurance can be provided on demand.

YouTestMe Cyber Liability Insurance policy includes coverage for legal costs and damages related to the following coverage areas:

- **Incident Response Cost:** Coverage for the cost of access to a 24/7 cyber incident response hotline and a dedicated team to assist you in coordinating an incident response following a cybercrime.
- **Legal, Forensic, and Breach Management Costs:** Coverage for legal advice, notification fees, crisis management services, and credit monitoring.
- **System Damage and Restoration Costs:** Repairs and restoration of the software systems damaged due to the cyber event.
- **System Business Interruption:** Coverage for losses sustained due to a system outage resulting from a cyber attack.
- **Social Engineering (optional coverage):** Coverage should an employee be tricked into providing access to a system or sending funds to a fraudulent bank account

3.5.2 Minimum Requirement

- Maintain an up-to-date cybersecurity program that employs reasonable measures to protect client information and system integrity.

Requirement explained in detail in chapter Cyber Security Requirements -> Descriptions -> Item 1.

- End-to-end encryption of data in data storage and data transfer.

End-to-end encryption ensures both data in transit and at rest remain secure throughout the process:

1. For encryption at rest, YouTestMe uses [Transparent data encryption](#) at the file level.
2. For encryption in transmission (in transit), YouTestMe warrants that all client's data will be encrypted using Transport Layer Security (TLS) at an encryption level equivalent to or stronger than 128-bit AES encryption.
3. For increased security, YouTestMe also uses [PostgreSQL native support for using SSL connections to encrypt client/server communications](#).

3.6 Additional Technical Requirements

It is desirable that any proposed solution also offers integration capabilities with Insurance Council systems. Specifically, API (Application Programming Interface) functionality is desired to enable Insurance Council systems to:

1. **Directly transmit eligible examinee information for the purposes of scheduling exams.**
2. **Access examinee attempts and results information.**

YouTestMe API enables exchanging all the information crucial for fully automated integration with another system. There are two main mechanisms:

1. **Using REST API calls to retrieve the data from YouTestMe.** For example, getting the list of upcoming testing sessions in YouTestMe so that the candidate can choose a spot in one of them through your system.
2. **Using webhooks so YouTestMe can send the data to your system in case of a specific event.** For example, sending the candidate's exam results to your systems once the candidate finishes the exam in YouTestMe.

A detailed scenario and diagram are available in [this article](#).

A complete list of REST API endpoints is available on [this link](#).

4 Service Requirements

4.1 Trial and Demo

We created a custom simple clean demo environment for you designed to explore the following workflows using our step-by-step instructions:

1. [Exam registration system for online proctored exams](#)
2. [Exam administration system for online proctored exams](#)
3. [Exam proctoring system for online proctored exams](#)

The link to your environment and pre-created profiles are documented in the instructional documents.

Please follow them in the exact order above for the best experience.

Support: While exploring the application, please do not hesitate to contact our Support Team for any inquiries via:

1. support@youtestme.com
2. In-app chat

Note: If you would like an environment with more data to see how the application behaves with thousands of questions, users, and tests, please let us know, and we will arrange it.

4.2 Service Descriptions

1. **Bilingual systems in both English and French are desirable, but not a requirement. English is mandatory.**

At YouTestMe, we take pride in offering a [system that supports over 50 languages, including English and French](#). This functionality allows users to interact with our platform in their preferred language, making it a crucial feature for organizations with a global or multilingual audience. This feature can significantly improve user engagement and retention, accessibility, and usability.

Our commitment to bilingual support extends to our customer service, with our [support representatives and proctors being fluent in both English and French](#). This ensures that all our clients can receive the assistance they need in their preferred language. Additionally, we offer the option for clients to set the default language preference for candidates when creating their profiles, saving them from having to set it manually.

In summary, the YouTestMe system fully supports both English and French languages, allowing each user to choose their preferred language for the application. Our bilingual customer support services further reinforce our dedication to providing a personalized and inclusive experience for our clients and their candidates.

2. **Ability to communicate with examinees in French is desirable, but not a requirement.**

We fully support this request, and here is how:

- **Bilingual proctoring and technical support:** Our proctoring, technical support, and customer support services are available in both English and French. Our proctors are fluent in both languages and are skilled at managing the testing environment to ensure fairness and honesty during exams. Additionally, our technical support team is well-versed in the latest technologies and can assist exam-takers with any technical difficulties they may encounter during the exam.
 - **Multiple channels of support in both English and French** to ensure that you and your examinees can get help in the way that works best. Our experienced support team is available 24/7 and can be reached through chat, email, or phone support.
 - **Expert guidance and support:** Our support team is made up of experienced professionals who are well-versed in our software and can provide expert guidance and support. **We can provide you with bilingual customer support representatives to communicate with examinees in French as required.**
3. **Exam registration, exam administration, and exam proctoring systems should be compatible with both PC and Mac, and most internet browsers, including but not limited to, Google Chrome, Microsoft Edge, and Safari.**

The YouTestMe system is compatible with both PC and Mac.

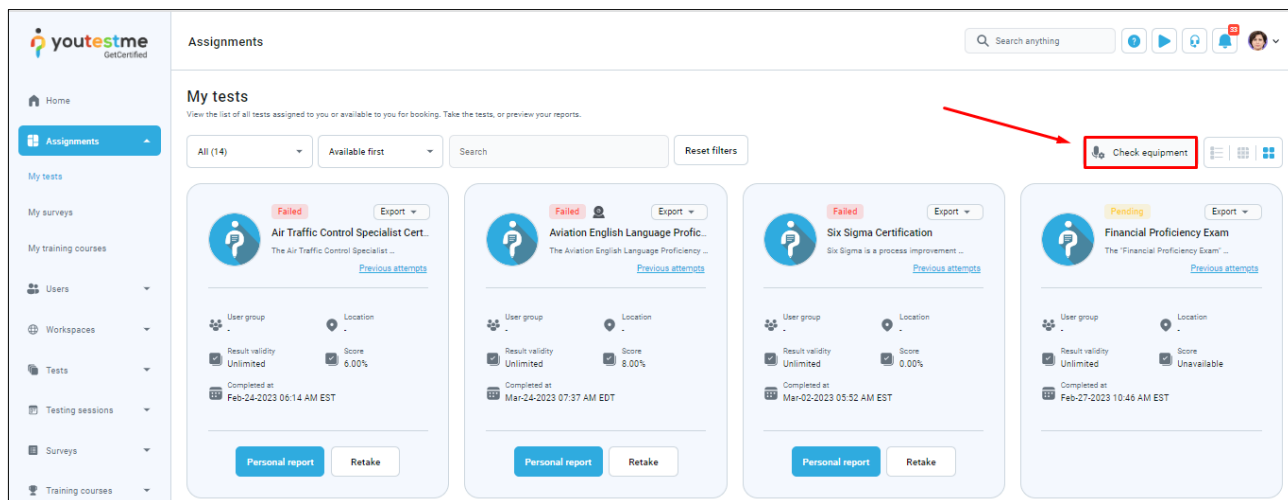
The YouTestMe system is compatible with major internet browsers including Google Chrome, Microsoft Edge, and Safari.

4. Provide a way for examinees to perform a system check prior to the exam day.

There are two main types of system checks before the exam:

- 1. Preliminary equipment check:** In all instructional materials, candidates are encouraged to do the equipment check long before the exam session to be able to resolve any equipment-related challenges with the assistance of our support team before the actual session.

They can easily do that by accessing the **Check equipment** option in the application.



- 2. Pre-exam equipment check:** Before the official start of the exam, each candidate must undergo an equipment check process that automatically checks their internet connection, webcam, screen sharing, microphone, and other devices required for the exam. If any of the candidate's equipment is not working, the system will not allow them to proceed. At this point, the candidate is free to contact our technical team, who will provide immediate assistance and support to help them fix any issues on their computer and proceed with the exam.
- 5. Ability to provide IT troubleshooting support to examinees and the Insurance Council in a timely manner (i.e., immediate phone and online technical support must be provided to testing centers, examinees, and online proctors during the days and times that exams are being administered).**

During the exam, examinees can contact technical support and receive an immediate response through two channels of communication:

1. In-app chat
2. Phone call

Online proctors are YouTestMe employees and they have direct communication with the technical support and the rest of the team.

- 6. The administration and registration system should be available to examinees for registering 7 days/week and 24 hours/day. In case of system outages, the proponent must be able to get the system back online within 3 calendar days.**

The YouTestMe system will be available to examinees for registering 7 days/week and 24 hours/day.

Additionally, we define a minimum availability of 99.5% in our [service-level agreement \(SLA\)](#) throughout the year. This means that we guarantee our system will be up and running at least 99.5% of the time.

In the unlikely event of a system outage, it is identified immediately through our monitoring tools and our [business continuity planning \(BCP\)](#) allows us to have the system up and running in no more than five hours.

- 7. Enquiries from the Insurance Council and examinees should be responded to by email or telephone within 2 business days.**

Candidates can expect a response **almost immediately** through our **in-app chat or via phone**.

For more detailed requests and issues sent **via email**, we respond **within 24 hours**.

For email inquiries from the customer, we respond **within eight (8) hours**.

- 8. Demonstration of ability to commit to a level of reliability of the access to all online service platforms for Insurance Council examinees and staff.**

The best demonstration of YouTestMe's ability to commit to a level of reliability of the access to YouTestMe system is the YouTestMe cybersecurity policy with all its items and documents explained in detail in the chapter Cyber Security Requirements -> Descriptions -> Item 1.

However, if we are to summarize the three most important points from YouTestMe cybersecurity policy relevant to this question, they would be:

1. The YouTestMe system will be available to examinees for registering 7 days/week and 24 hours/day.
2. Additionally, we define a minimum availability of 99.5% in our [service-level agreement \(SLA\)](#) throughout the year. This means that we guarantee our system will be up and running at least 99.5% of the time.
3. In the unlikely event of a system outage, it is identified immediately through our monitoring tools and our [business continuity planning \(BCP\)](#) allows us to have the system up and running in no more than five hours.

5 On-boarding and Implementation Services

Based on our experience, training materials, and familiarity with this exact process, we estimate that the system can be up and running immediately and most of the work prior to going live will be associated with training and data migration.

Minor customization, based on some details in your requirements, may be needed but they will present no challenge.

In case integration is also needed, we will be able to achieve it in no time since that is our specialty and we already have all the pre-built tools to perform it.

In conclusion, we believe that the system can be up and running in 4 weeks from signing the contract with your staff and our proctoring team fully trained and synchronized, and with all of the data migrated to YouTestMe.

Here is the timeline we have in mind for this project.

#	Item	Start	End
1.	Signing a Contract	Day 1	Day 1
2.	Delivery of the training environment	Day 1	Day 1
3.	Customer onboarding and training	Day 1	Day 15
4.	Training of YouTestMe proctors according to new rules	Day 1	Day 15
5.	Customization and development of data migration tools	Day 1	Day 15
6.	Integration with existing systems using YouTestMe API	Day 1	Day 15
7.	User acceptance testing	Day 16	Day 20
8.	Final modifications	Day 21	Day 25
9.	Delivery of the production environment	Day 26	Day 26
10.	Data migration	Day 26	Day 27
11.	Going live	Day 28	Day 28

6 Price Options

YouTestMe pricing is simple. It includes:

1. A subscription license to use the software
2. Hosting, support, and maintenance
3. Proctoring

6.1 Subscription License

- A subscription license grants the user access to software for a specified period of time, typically monthly or annually.
- The license provides the user with the ability to use the software and receive updates and support during the subscription period.
- Once the subscription expires, the user must renew their license to continue using the software.

#	Item	Unit	Price (CAD)
12.	A monthly subscription license to use YouTestMe software	Month	2,000.00

6.2 Hosting, Support, and Maintenance

- Secure and reliable hosting in Canada
- Software configuration, deployment, and troubleshooting
- Regular backups
- Continuous software maintenance to ensure optimal performance
- Disaster recovery plans
- System updates
- Bug fixes
- In-app chat support for all end-users
- Email support for your administrators

#	Item	Unit	Price (CAD)
1.	Monthly hosting, support, and maintenance services	Month	1,200.00

6.3 Proctoring

As explained in many items above, YouTestMe offers two types of proctoring services:

1. [Proctoring exams live](#)
2. [Record & Review](#)

Below you will see the table explaining the differences between the two concepts

Item	The AI-based system monitors the exam session in real-time	The human proctor monitors the exam session in real-time	The human proctor reviews AI-generated recording
Proctoring exams live	Yes	Yes	No
Record & Review	Yes	No	Yes

The core of both options is the **AI-based system that monitors the exam session in real time**.

1. When proctoring exams live, AI provides assistance to human proctors, allowing them to monitor multiple candidates simultaneously.
2. With Record and Review option, AI does all the proctoring, and human proctors examine the video recordings afterward.

Note: All proctoring services are:

- **Pre-paid.**
- **Valid for 1 year.**

6.3.1 Price for the AI-based System for Monitoring Exam Sessions in Real-Time

AI-based monitoring is:

- **Not a standalone service.**
- **Pre-requisite for:**
 - **Proctoring exams live.**
 - **Record & Review.**
- **Purchased per hour per candidate**, since each candidate needs to be monitored by the AI.

#	Item	Unit	Price (CAD)
1.	AI-based system for monitoring exam sessions in real-time	Hour	8.00

Example

Let's say that this month you have **30 candidates** taking a **3-hour exam**. The price would be the following:

$$30 \text{ candidates} \times 3 \text{ hours} = 90 \text{ hours}$$

$$90 \text{ hours} \times \text{CAD } 8.00 = \text{CAD } 720.00$$

6.3.2 Price for Proctoring Exams Live

[Proctoring exams live](#) is:

- **Conducted by human proctors.**
- **Conducted in real-time.**
- **Performed on top of the AI-based monitoring.**
- **Charged by the hour of a single proctor.**
- **Tier-based. The more hours you purchase in a year, the lower the price is.**
(After 365 days the counter is reset)

#	Item	Tier	Unit	Price (CAD)
1.	1 hour of live proctoring performed by YouTestMe proctor with up to 6 candidates in a session	First 200 hours	Hour	110.00
2.	1 hour of live proctoring performed by YouTestMe proctor with up to 6 candidates in a session	More than 200 hours Less than 500 hours	Hour	100.00
3.	1 hour of live proctoring performed by YouTestMe proctor with up to 6 candidates in a session	More than 500 hours	Hour	95.00

Special lower price, regardless of the tier, is offered for one-on-one sessions typically done for candidates that require special accommodation like having a proctor read the exam content.

4.	1 hour of live proctoring performed by YouTestMe proctor in one-on-one session with one candidate	n/a	Hour	90.00
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6.3.2.1 Price for Immediate Technical Support during a Live Session

The presence of a support representative during a live session is recommended so candidates can receive immediate assistance in case they have any challenges with their equipment or with starting the exam.

5.	1 hour of immediate technical support via email or phone by a YouTestMe support representative	n/a	Hour	20.00
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Example

Let's say again that this month you have **30 candidates** taking a **3-hour exam**. That will require **5 sessions** meaning **5 proctors** (since one proctor can monitor 6 candidates) and **5 support representatives**. The price would be the following:

$$5 \text{ proctors} \times 3 \text{ hours} = 15 \text{ hours}$$

$$15 \text{ hours} \times \text{CAD } 110.00 = \text{CAD } 1650.00$$

$$5 \text{ support representatives} \times 3 \text{ hours} = 15 \text{ hours}$$

$$15 \text{ hours} \times \text{CAD } 20.00 = \text{CAD } 300.00$$

6.3.3 Price for Record and Review

[Record and Review](#) is:

- **Conducted by human proctors.**
- **Conducted after the exam session.**
- **Performed on top of the AI-based monitoring.**
- **Charged per review per exam attempt.**
- **Tier-based. The more reviews you purchase in a year, the lower the price is.**
(After 365 days the counter is reset)

Record and Review have four levels (Basic, Standard, Premium, Enterprise) that define the availability of bilingual support and time for reviews.

#	Description of the Service	Basic	Standard	Premium	Enterprise
1.	Technical support team - English representative	100% of the time	100% of the time	100% of the time	100% of the time
2.	Technical support team - Bilingual (French and English)	25% of the time	50% of the time	75% of the time	100% of the time
3.	Guaranteed time for a video review and providing a report	Less than 12 hours	Less than 10 hours	Less than 8 hours	Less than 4 hours
4.	Guaranteed time for the ID check	Less than 4 hours	Less than 3 hours	Less than 2 hours	Less than 1 hour

#	Item	Tier	Price (CAD)	Price (CAD)	Price (CAD)	Price (CAD)
5.	Review of 1 exam attempt	Up to 10,000 exam attempts	10.00	11.00	12.00	14.00
6.	Review of 1 exam attempt	More than 10,000 attempts	9.40	10.10	10.90	12.30
7.	Review of 1 exam attempt	More than 50,000 attempts	-	9.30	9.90	10.80
8.	Review of 1 exam attempt	More than 100,000 attempts	-	-	9.00	9.50
9.	Review of 1 exam attempt	More than 150,000 attempts	-	-	-	8.40

Example

Let's say again that this month you have **30 candidates** taking a **3-hour exam**. That will require reviewing **30 exam attempts**.

$$30 \text{ candidates} \times 1 \text{ exam attempt} = 30 \text{ exam attempts}$$

$$30 \text{ exam attempts} \times \text{CAD } 14.00 = \text{CAD } 420.00$$

6.4 Price Example with [Live Proctoring](#)

Let’s summarize the example in which this month you have **30 candidates** taking a **3-hour exam**. That will require **5 sessions** meaning **5 proctors** (since one proctor can monitor 6 candidates) and **5 support representatives**.

AI-based monitoring would cost:

30 candidates x 3 hours = 90 hours

*90 hours x CAD 8.00 = **CAD 720.00***

Live proctoring would cost:

5 proctors x 3 hours = 15 hours

*15 hours x CAD 110.00 = **CAD 1650.00***

Immediate technical support would cost:

5 support representatives x 3 hours = 15 hours

*15 hours x CAD 20.00 = **CAD 300.00***

Monthly subscription license and Monthly hosting, support, and maintenance services are flat fees of **CAD 2,000.00** and **CAD 1,200.00**

The table below shows the total monthly price in this example:

#	Item	Unit	Price (CAD)	Quantity	Total (CAD)
7.	A monthly subscription license to use YouTestMe software	Month	2,000.00	1	2,000.00
8.	Monthly hosting, support, and maintenance services	Month	1,200.00	1	1,200.00
9.	AI-based System for Monitoring Exam Sessions in Real-Time	Hour	8.00	90	720.00
10.	1 hour of live proctoring performed by YouTestMe proctor with up to 6 candidates in a session	Hour	110.00	15	900.00
11.	1 hour of immediate technical support via email or phone by a YouTestMe support representative	Hour	20.00	15	300.00
				Total:	5,120.00

6.5 Price Example with Record and Review

Let's summarize the example in which this month you have **30 candidates** taking a **3-hour exam**.

That will require **reviewing 30 exam attempts**.

AI-based monitoring would cost:

30 candidates x 3 hours = 90 hours

*90 hours x CAD 8.00 = **CAD 720.00***

Record and Review would cost:

30 candidates x 1 exam attempt = 30 exam attempts

*30 exam attempts x CAD 14.00 = **CAD 420.00***

Monthly subscription license and Monthly hosting, support, and maintenance services are flat fees of **CAD 2,000.00** and **CAD 1,200.00**

The table below shows the total monthly price in this example:

#	Item	Unit	Price (CAD)	Quantity	Total (CAD)
1.	A monthly subscription license to use YouTestMe software	Month	2,000.00	1	2,000.00
2.	Monthly hosting, support, and maintenance services	Month	1,200.00	1	1,200.00
3.	AI-based System for Monitoring Exam Sessions in Real-Time	Hour	8.00	90	720.00
4.	Review of 1 exam attempt	Exam attempt	14.00	30	420.00
				Total:	4,340.00

7 Corporate Qualifications and Experience

7.1 LLQP Use Case Scenario

The following use case describes the exact scenario required in RPF published by the Insurance Council of British Columbia. One of our largest customers already uses our platform to deliver LLQP exams with our proctoring services in the exact same manner required by the Insurance Council of British Columbia.

IFSE Institute (IFSE) is an educational arm of The Investment Funds Institute of Canada (IFIC) and a leader in financial services education. They manage several proficiency exams for multiple registration categories and conduct tens of thousands of tests annually in various locations across Canada and in different time zones.

They required an end-to-end examination solution that could handle several challenges, including offering a bilingual user interface, providing automated or live proctoring, and delivering exams online.

IFSE chose YouTestMe as its exam administration and delivery vendor.

YouTestMe offers a unique set of features and services, including advanced automated and live proctoring features, multilingual features, seamless testing experience, and the ability to handle high, medium, and low-stakes examinations remotely.

The onboarding phase included the implementation of the system adjustments to thoroughly address all special cases, the organization of all user training materials, and the integration with the learning management system.

The production phase was to transition IFSE's online automated and live proctor tests to the YouTestMe system.

Candidates can take the exam from the comfort of their office or home, and there is no requirement to travel to exam centers. Before the actual exam, candidates can perform a system check on their equipment, and technical support is available 24/7 to assist candidates.

The solution includes integrations, data migration, exam preparation, booking and e-commerce, a secure testing environment, supervision by certified proctors, advanced reporting, and localization.

To learn more, please read the following article:

- [IFSE and YouTestMe's Partnership for Secure, Multilingual, and Proctored Online Testing](#)

7.2 Online Examination Platform for the City of Surrey of British Columbia

Our team is proud to have the City of Surrey in British Columbia as one of our esteemed clients. Since 2018, the City Hall has been utilizing our online examination platform to facilitate their examination processes.

We have provided them with our Enterprise Edition, which is the most advanced version of our platform, and we are delighted to offer this to you as part of our proposal. This edition includes high availability, the highest security protocols, and advanced functionalities, providing them with a seamless and efficient examination experience.

We understand that transitioning to a new platform can be overwhelming, and that's why we ensured that the onboarding process for the City of Surrey was smooth and hassle-free. We provided live training sessions for all their personnel to ensure they could navigate the platform confidently and efficiently.

Our platform is cloud-based, and as such, we had to go through rigorous security checks required by the City of Surrey to ensure we met their security requirements. We are proud to have met and surpassed these standards, and we can confidently state that we are their cloud provider.

We host their system on a dedicated server located in Canada, which guarantees that their data is kept safe and secure at all times. We are also committed to ensuring that data transmitted to and from their platform is fully encrypted both in transit and at rest.

Our team of experts understands the importance of data security and privacy, and we have invested significantly in ensuring that our platform is compliant with the latest industry standards. With our platform, the City of Surrey has a reliable and secure examination solution that is scalable and adaptable to their needs.

In conclusion, our experience working with the City of Surrey in British Columbia has provided us with the expertise needed to deliver an exceptional online examination platform that guarantees the highest level of security, efficiency, and scalability. We are confident that our solution will be an invaluable asset to your organization, and we look forward to the opportunity to work with you.

7.3 Remote Testing and Proctoring World Wide

CCVA, or the Council for Certification in Volunteer Administration, is a company with a strong commitment to advancing excellence in volunteer administration. Their mission is to deliver professional certification and advocate ethical practices, making it easier to recruit passionate and powerful volunteer leaders. They provide certifications on an international level, making it easier for volunteers to showcase their skills and advance their careers. In this proposal, we would like to highlight our experience working with CCVA and providing them with a reliable and secure online examination solution.

One of the main challenges that CCVA faced was finding a software engine that would ensure a 100% secure solution for preventing cheating among candidates taking tests remotely. Given the global distribution of candidates across different states and time zones, live remote proctoring was not the most efficient option. Additionally, CCVA was looking for a process that would remain simple and accessible for technically uneducated individuals.

That's where YouTestMe GetCertified came in. By implementing our solution, CCVA was able to transfer to a completely automated process that eliminated the need for manual certificate assignment, suspension after certification expires, and reassignment. YouTestMe GetCertified made certification and recertification entirely automated, with the number of exam retakes and schedule predefined. The solution also offered a trial exam option for candidates to get familiar with the process. Additionally, YouTestMe premium support service was available via phone line or e-mail. Finally, cheating on exams was prevented due to AI proctoring software that recognizes suspicious behaviors and provides the final result as positive or negative.

With our solution in place, CCVA saved a significant amount of time. Our team performed technical support for CCVA staff, data load, exam creation, and organization of a trial exam. Faiza Venzant, CCVA Executive Director, expressed her satisfaction with our solution, saying, "*The Council for Certification in Volunteer Administration is pleased to be using YouTestMe as our online testing platform and proctor. YouTestMe is an incredibly user-friendly product that evolves to meet customer needs. The client support we receive, the quick response times, and guidance have allowed us to focus more time on preparing exam-takers. We recommend YouTestMe to organizations considering an online testing product.*"

In conclusion, our experience working with CCVA shows that our online examination solution is a reliable, secure, and user-friendly tool that can help organizations automate their certification process and prevent cheating. With our solution, organizations can save time and focus on what matters most: preparing exam-takers and advancing excellence in their field.

To learn more, please read the following article:

- [Remote Secure Certification](#)

7.4 US Government

Our online examination solution has been trusted by high-security organizations such as the US Defence Intelligence Agency and the US Federal Bureau of Investigation for multiple years. We have proven our ability to meet the stringent security requirements of these organizations and are confident in our ability to provide secure solutions to all types of organizations.

We understand that security is a top priority for any organization. That's why we have implemented multiple security measures to ensure that our platform is secure and protected from any vulnerabilities. We undergo rigorous security checks with each upgrade we provide to our clients, including the Department of Defense Risk Management Framework (DoD RMF), to ensure that our platform meets the highest security standards.

In addition to security, we recognize the importance of accessibility for all users. Our platform is compliant with Section 508 for accessibility, which is based on the Web Content Accessibility Guidelines. We have designed our platform with accessibility in mind and have implemented features such as keyboard navigation, alternative text for images, and closed captions for videos to make our platform accessible to all users.

We are proud of our ability to provide customized solutions to meet the unique needs of our clients. We have completed numerous customization requests for our clients, which is our specialty. Our platform is designed to be flexible and customizable, allowing us to tailor our solution to meet the specific needs of each organization. We offer a range of features, including customizable assessments, automated grading, and real-time analytics, that can be customized to fit the unique needs of each organization.

Our team is composed of experienced professionals who are dedicated to providing the best possible service to our clients. We have a proven track record of successful implementations and have received positive feedback from our clients. Our team is composed of experts in software development, security, accessibility, and project management, ensuring that we can handle any challenge that comes our way.

In conclusion, our team has the expertise and experience necessary to provide the best possible online examination solution to any organization. We understand the importance of security, accessibility, and customization in any organization's operations and have implemented multiple measures to ensure that our platform meets these requirements. Our team is dedicated to providing the best possible service to our clients and has a proven track record of successful implementations. We look forward to the opportunity to work with any organization to provide them with the best possible solution for their online examination needs.

8 References

8.1 IFSE Institute

Name:	IFSE Institute
Address:	90 Burnhamthorpe Road West, Suite 1506 Mississauga, ON L5B 3C3
Contact name:	John Nguyen
Contact title:	Director, IT
Email address:	jnguyen@ifse.ca
Phone number:	905-366-0842
Web site:	https://www.ifse.ca/
Type of service:	IFSE uses YouTestMe for Secure, Multilingual, and Proctored Online Testing. They have the same scenario as the Insurance Council of BC and administer LLQP exam using our platform.

8.2 City of Surrey

Name:	City of Surrey
Address:	6651 148 Street, Surrey, BC, Canada V3S 3C7
Contact name:	Matthew K. Brown
Contact title:	Streets Manager
Email address:	MKBrown@surrey.ca
Phone number:	604 591 4847
Web site:	https://www.surrey.ca/
Type of service:	City Hall of the City of Surrey has been using YouTestMe cloud-based solution since 2018 which required undergoing thorough security checks by their IT department.

8.3 Council for Certification in Volunteer Administration

Name:	Council for Certification in Volunteer Administration
Address:	409 13th Street, Suite 800, Oakland, CA 94612, USA
Contact name:	Faiza Venzant
Contact title:	Executive Director
Email address:	execdir@cvacert.org
Phone number:	412 901 9598
Web site:	www.cvacert.org
Type of service:	Uses YouTestMe remote proctoring services with immediate support since 2018.